AVG Ultimate

User Manual

Document revision 2014.05 (28.7.2015)

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AVG Ultimate

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AVG Ultimate

1. Introduction

Congratulations on purchasing the AVG Ultimate bundle! With this bundle you can enjoy all the features of **AVG Internet Security 2014** and **AVG PC TuneUp 2014** now enhanced with **AVG Zen**.

AVG Zen

This invaluable administration tool that can look after you as well as for your entire family. All your devices are neatly gathered in one place, so you can easily keep tabs on the Protection, Performance, and Privacy status of each one. With **AVG Zen** the days of checking up on each device one by one are over. **AVG Zen** is built into AVG Protection bundle, so it works automatically right from the start.

Click here to learn about AVG Zen

AVG Internet Security 2014

This award-winning security application provides multiple layers of protection for everything you do online, which means you don't have to worry about identity theft, viruses, or visiting harmful sites. AVG Protective Cloud Technology and AVG Community Protection Network are included, meaning we collect the latest threat information and share it with our community to make sure you receive the best protection. You can shop and bank online safely, enjoy your life on social networks, or surf and search with confidence of a real-time protection.

Click here to learn about AVG Internet Security 2014

AVG PC TuneUp 2014

With this powerful software, you can restore the full performance capabilities of your operating system, games and programs. **AVG PC TuneUp 2014** can also automatically run important maintenance tasks, such as cleaning up your hard disk and registry, or you can run them yourself manually. A slow and untidy computer is now a thing of the past for you. **AVG PC TuneUp 2014** recognizes whether there are any problems on your system and offers simple solutions. You can also use this application to customize the appearance of your Windows system to your personal requirements.

Click here to learn about AVG PC TuneUp 2014

1.1. Hardware requirements

To be able to install and run AVG Internet Security 2014, your computer must meet the following hardware requirements:

- Intel Pentium CPU 1.5 GHz or faster
- 512 MB (Windows XP) / 1024 MB (Windows Vista, 7 and 8) of RAM memory
- 1.3 GB of free hard drive space *(for installation purposes)*

However, recommended hardware requirements for **AVG Internet Security 2014** are:

- Intel Pentium CPU 1.8 GHz or faster
- 512 MB (Windows XP) / 1024 MB (Windows Vista, 7 and 8) of RAM memory
- 1.6 GB of free hard drive space *(for installation purposes)*

To be able to install and run AVG PC TuneUp 2014, your computer must meet the following hardware requirements:

- min. 300 MHz Intel Pentium CPU
- 256 MB of RAM memory
- screen resolution at least 1024x768 pixels
- at least 500 MB of free disk space

1.2. Software requirements

AVG Internet Security 2014 is intended to protect workstations with the following operating systems:

- Windows XP Home Edition SP2
- Windows XP Professional SP2
- Windows XP Professional x64 Edition SP1
- Windows Vista (x86 and x64, all editions)
- Windows 7 (x86 and x64, all editions)
- Windows 8 (x32 and x64)
- Windows 10 (x32 and x64)

  (and possibly higher service packs for specific operating systems)

The Identity component is not supported on Windows XP x64. On this operating system you can install AVG

Internet Security 2014 but only without the IDP component.

AVG PC TuneUp 2014 will only function on workstations with the following operating systems:

- Windows XP Home Edition SP3
- Windows XP Professional SP3
- Windows XP Professional x64 Edition SP3
- Windows Vista (x86 and x64, all editions)
- Windows 7 (x86 and x64, all editions)
- Windows 8 (x32 and x64)
- Windows 10 (x32 and x64)

  (and possibly higher service packs for specific operating systems)

AVG Ultimate

2. AVG Zen

This part of the user manual provides comprehensive documentation for AVG Zen. Please note that this manual only describes the PC version of this product.

AVG, a world-famous developer of safeguarding software, now makes on more step toward its customers and full satisfaction of their security needs. New AVG Zen effectively connects the devices from desktop to mobile, the data, and the people behind them together in one simple package with the aim of making our complicated digital lives much simpler. Through one application, AVG Zen makes it easy for users to see the security and privacy settings of all their devices from a single place.

The idea behind AVG Zen is to place the individual with all of these devices back in control of their data and their security as we believe that through control comes choice. In fact, AVG is not here to tell you that sharing or tracking are bad in and of themselves; instead, we want to arm our customers with the information that will allow them to control what they share and if they are tracked, and to make their own informed decisions. A choice to have the freedom to live their lives in the way they want to, and to bring up their family or apply for a job without fear of their privacy being invaded.

Another great thing about AVG Zen is that it gives our customers a consistent user experience across all devices so that even beginners can quickly learn how to manage and secure their multiple devices with ease. At least that is one thing that is getting simpler in an increasingly complex world. But lastly, and most importantly, AVG Zen is designed to give real people peace of mind as they go about their daily lives. As the Internet becomes the center of our connected world, AVG Zen is there to connect the dots.

This part of documentation contains description of specific AVG Zen features. Should you require information about other AVG products, please consult the other part of this documentation, or even separate user guides. You can download these guides from the AVG website.

2.1. Zen Installation Process

The installation is a sequence of dialog windows with a brief description of what to do at each step. In the following, we offer an explanation for each dialog window:

2.1.1. Welcome Dialog

AVG Zen
Welcome to AVG
Language: English
Whoever you are, whatever your device, we've got you covered.
By continuing to install, you are agreeing to AVG's End User Licence Agreement, Privacy Policy and installation of future automatic updates for AVG products.
Agree and Install
Customize your installation

The installation process always starts with this window. In here you select the **language** used in the AVG Zen application.

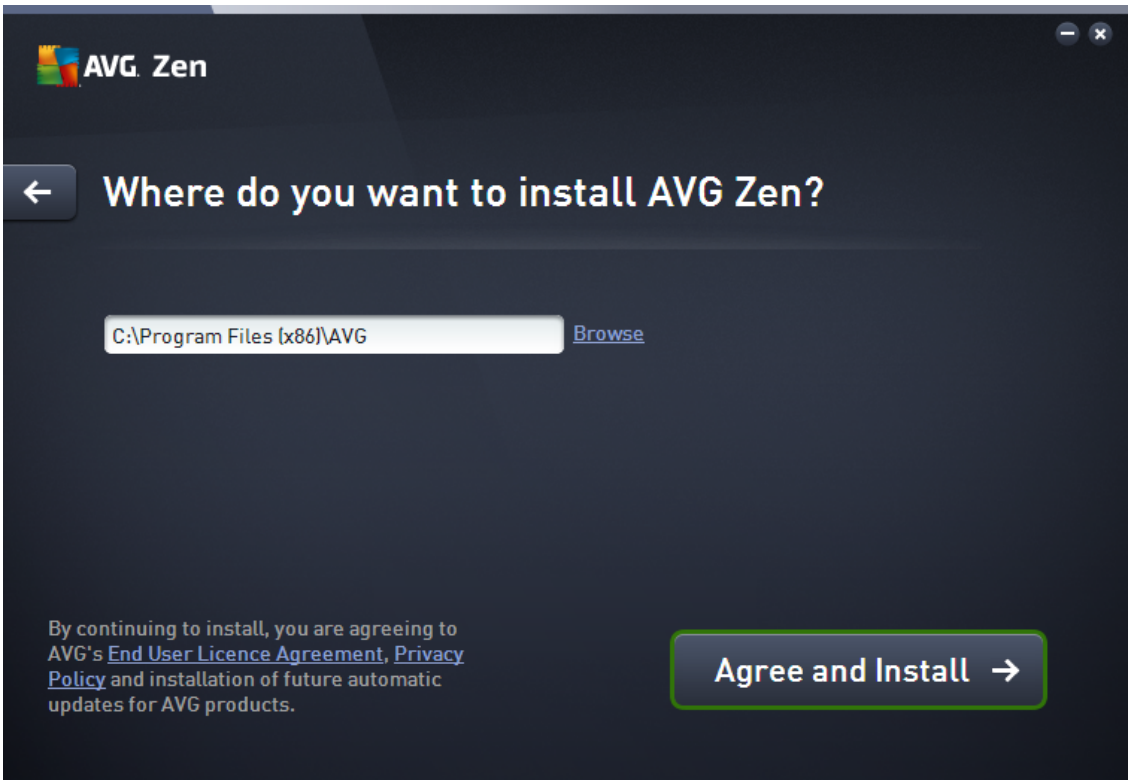
If you want to change the destination folder of your installation, click the ***Customize your installation*** link and do so in the newly opened dialog.

Furthermore, you can read the ***AVG Software Licence Agreement*** and the ***AVG Privacy and Personalization Policy***. Simply click the appropriate link and the whole text will be displayed to you in a new window.

If you agree with this terms, proceed with the installation by clicking the **Agree and Install** button.

After successful installation, computer restart is required. You can perform restart from the final dialog of the installation (by clicking the **Restart now** button) or put it off till later. However, please note that without computer restart, some AVG products may not be correctly displayed in Zen user interface and the application as whole may not function properly!

2.1.2. Destination Folder


AVG. Zen
Where do you want to install AVG Zen?
C:\Program Files (x86)\AVG
Browse
By continuing to install, you are agreeing to AVG's End User Licence Agreement, Privacy Policy and installation of future automatic updates for AVG products.
Agree and Install

This dialog is optional, triggered by clicking the ***Customize your installation*** link in the previous dialog of the installation.

In it, you can set the ***destination folder*** for your installation. If you are not satisfied with the default location where AVG Zen should be installed (i.e. to the program files folder located on drive C:), you can type a new path manually into the text box, or use the **Browse** link (next to the text box). Using the link displays the drive structure and allows you to select the respective folder.

Now click the **Agree and Install** button to start the installation process itself.

After successful installation, computer restart is required. You can perform restart from the final dialog of the installation (by clicking the **Restart now** button) or put it off till later. However, please note that without computer restart, some AVG products may not be correctly displayed in Zen user interface and the application as whole may not function properly!

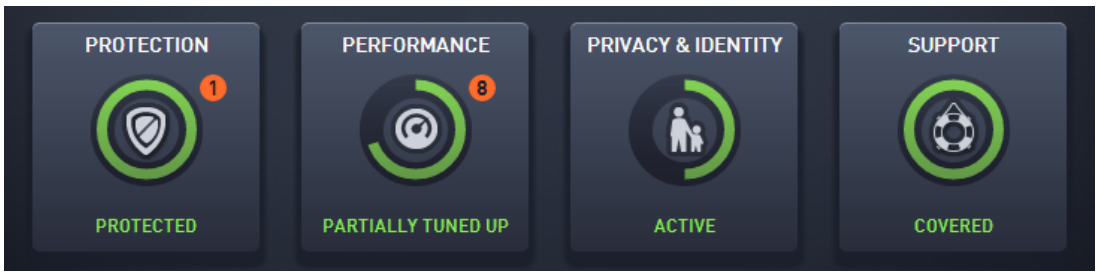
2.2. Zen User Interface

This is the main dialog of your AVG Zen user interface. In every other dialog, there is always a button in upper-left corner – clicking it returns you back to this main screen (in some consequent dialogs this button only takes you one step back, i.e. to the previous dialog of the series).

This dialog consists of several distinct sections:

- Category tiles
- Devices ribbon
- Messages button
- Status button
- Refresh button
- Settings button

2.2.1. Category tiles



The Category tiles allow you to install AVG software products, to view their state and to simply open their user interface. Zen network administrator can also use them to view AVG products installed on remote devices. Use the Devices ribbon to cycle through all remote devices available in your Zen network.

Inside every tile, there is a circle, which colors depends on the state of products within this category (you should strive to keep it green). For some categories, you may only see just a semi-circle, which means that you already have a product from this category, but there is another product left to install.

Although you always see the same set of tiles no matter what kind of device you view, the content of the tiles may differ depending on the type of monitored device (PC or Android device).

2.2.1.1. PCs

PROTECTION

AVG Internet Security – this security software provides multiple layers of protection for everything you do online, which means you don't have to worry about identity theft, viruses, or visiting harmful sites. AVG Protective Cloud Technology and AVG Community Protection Network are included, meaning we collect the latest threat information and share it with our community to make sure you receive the best protection. You can shop and bank online safely, enjoy your life on social networks, or surf and search with confidence of a real-time protection.

Overview of states

- if AVG Internet Security is not installed, this tile remains gray and the text below says "Not protected", but you can click it to simply install this AVG application.
- if there are too many problems to pay attention to (like when the whole AVG Internet Security is disabled), the circle inside this tile is displayed in red and the text below says "Not protected". In case you only face a few minor problems, the tile is displayed in green, but the text below say "Partially protected". In both cases, you will see a number in orange circle (in the upper-right corner of the tile) showing the number of issues that you might want to pay attention to. Use the Messages button to view a list of problems and to possibly solve them.
- if there are no problems with AVG Internet Security the circle inside this tile is displayed in green and the text below says "Protected".

What happens after you click this tile:

- if AVG Internet Security is not installed yet – a new dialog is opened, allowing you to install AVG Internet Security. Read more about installing AVG products.
- if you are viewing your own devices with AVG Internet Security installed – AVG Internet Security user interface is opened.
- if you are (as administrator) viewing a remote device with AVG Internet Security installed – opens a dialog containing a brief overview of AVG Internet Security state on remote device. However, this dialog is purely informative and you are not able to change anything. Read more about viewing remote devices.

PERFORMANCE

AVG PC TuneUp – with this application, you can restore the full performance capabilities of your operating system, games and programs. AVG PC TuneUp can also automatically run important maintenance tasks, such as cleaning up your hard disk and registry for you, or you can run them yourself manually. AVG PC TuneUp will quickly recognizes whether there are any problems on your system and offers simple solutions. You can also use AVG PC TuneUp to customize the appearance of your Windows system to your personal requirements.

Overview of states

- if AVG PC TuneUp is not installed, this tile remains gray and the text below says "Not tuned up", but you can click it to simply install this AVG application.
- if there are too many problems to pay attention to (like when the whole AVG PC TuneUp is disabled), the circle inside this tile is displayed in red and the text below says "Not tuned up". In case you only face a few minor problems, the tile is displayed in green, but the text below say "Partially tuned up". In both cases, you will see a number in orange circle (in the upper-right corner of the tile) showing the number of issues that you might want to pay attention to. Use the Messages button to view a list of problems and to possibly solve them.
- if there are no problems with AVG PC TuneUp the circle inside this tile is displayed in green and the text below says "Tuned up".

What happens after you click this tile:

- if AVG PC TuneUp is not installed yet – a new dialog is opened, allowing you to install AVG PC TuneUp. Read more about installing AVG products.
- if you are viewing your own devices with AVG PC TuneUp installed – AVG PC TuneUp user interface is opened.
- if you are (as administrator) viewing a remote device with AVG PC TuneUp installed – opens a dialog containing a brief overview of AVG PC TuneUp state on remote device. However, this dialog is purely informative and you are not able to change anything. Read more about viewing remote devices.

PRIVACY & IDENTITY

This category consists of two different parts – AVG PrivacyFix (security browser add-on) and Identity Protection (a component of AVG Internet Security application). In order to get a full (if possible green) circle within this tile, you have to have both applications installed.

AVG PrivacyFix – this browser add-on helps you understand and control data collection. It checks your privacy exposure on Facebook, Google and LinkedIn, and with one click, takes you to settings where you can fix it. More than 1,200 trackers are kept from following your movements online. Also, you can see which websites reserve the right to sell your personal data and easily request that they delete what they hold on you. Finally, you are alerted to privacy risks as you visit sites and know when policies change.

AVG Internet Security – Identity Protection component – this component (a part of AVG Internet Security application) gives your computer real-time protection against new and even unknown threats. It monitors all processes (including hidden) and hundreds of different behaviour patterns, and can determine if something malicious is happening within your system. For this reason, it can reveal threats not even yet described in the virus database.

Overview of states

- if none of the above applications is installed, this tile remains gray and the text below says "Not set up", but you can click it to simply install these AVG applications.
- if only one of these two applications is installed, there will only be a semi-circle inside this tile. It's color depends on the state of installed application – it can be either green ("Active" / "Protected"), or red ("Disabled" / "Not protected").
- if both applications are installed, with one being active and one disabled, the circle inside this tile will be red, with the text saying "Partially protected".
- if both applications are installed and active, you will see a complete green circle inside this tile, with the text saying "Protected". Congratulations, your privacy and identity are completely safe!

After you click this tile, a new dialog opens, consisting of two additional tiles – for AVG Identity Protection and for

AVG PrivacyFix. These tiles are as interactive and clickable as are primary tiles in the main user interface of your AVG Zen application.

- if one or both of these applications are not yet installed, you can click the **Get It FREE** button to remedy that. Read more about installing AVG products.
- if at least one of these applications is installed, you can click its tile to open its user interface.
- if you are (as administrator) viewing a remote device with these applications installed – opens a dialog containing a brief overview of these two applications' state on remote device. However, this dialog is purely informative and you are not able to change anything. Read more about viewing remote devices.

SUPPORT

(the circle inside this tile is green, when support is available, while the text below says "Covered")

Clicking this tile opens a new dialog containing a few browser links to the most common support resources. To read about the support options offered by AVG, click here.

You might want to check the following related topics:

- How to install AVG products?
- How to view and/or manage AVG products?

2.2.1.2. Android devices

This manual only deals with PC related aspects of AVG Zen; however, as administrator you are quite likely to also have some Android™ devices in your network. In such case, don't be surprised to see a different content in Category tiles of these devices.

Currently available AVG mobile apps:

- ***AVG AntiVirus*** (free or paid) – this app protects you from harmful viruses, malware, spyware and text messages and helps keep your personal data safe. With this app you'll receive effective, easy-to-use virus and malware protection, as well as a real-time app scanner, phone locator, task killer, app locker, and local device wipe to help shield you from threats to your privacy and online identity. Real-time security scanner protection keeps you protected from downloaded apps and games.
- ***AVG Cleaner*** (free) – this app lets you quickly erase and clear your browser, call and text histories, as well as identify and remove unwanted cached app data from both the device's internal memory and the SD card. It significantly optimizes the storage space to help your Android™ device perform better and run smoother.
- ***AVG PrivacyFix*** (free) – this app provides you a simple way to manage your online privacy settings through your mobile device. It gives you access to one main dashboard that quickly and easily shows you what and with whom you're sharing data on Facebook, Google and LinkedIn. If you want to change something, one simple click takes you directly to where you can change your settings. New WiFi tracking protection enables you to pre-set WiFi networks you know and approve and stop your device from being tracked over other networks.

The individual categories are as follows:

PROTECTION

Clicking this tile shows you **AVG AntiVirus** related info – about scanning and its results, as well as about virus definition updates.

PERFORMANCE

Clicking this tile shows you performance related data, i. e. which performance feature of **AVG AntiVirus** are active (***Task Killer***, ***Battery Status***, ***Data Plan*** (paid version only) and ***Storage Usage***), and whether the **AVG Cleaner** app is installed and running (together with a couple of its statistics).

PRIVACY

Clicking this tile shows you privacy related data, i. e. which privacy features of **AVG AntiVirus** are active (***App Lock***, ***App Backup*** and ***Call and Message Blocker***), and whether the **AVG PrivacyFix** app is installed and running.

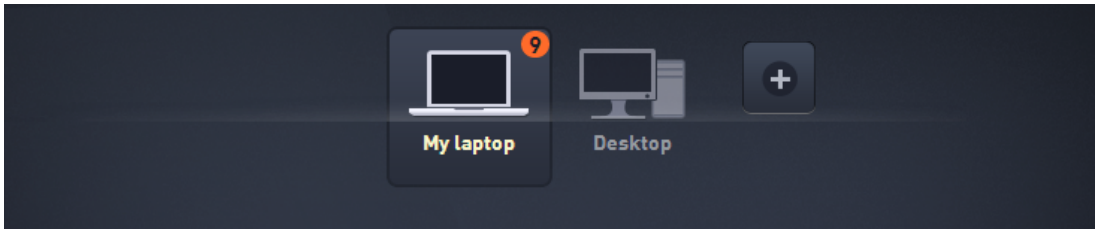
ANTI-THEFT

Clicking this tile shows you info about the ***Anti-Theft*** feature of **AVG AntiVirus**, allowing you to locate your stolen mobile device using Google Maps. If there is a paid (**Pro**) version of **AVG AntiVirus** installed on connected device, you will additionally see the state of ***Camera Trap*** feature (taking a secret photo of anyone trying to override mobile's lock) and ***Device Lock*** feature (allowing user to lock the mobile device in the event that the SIM card is replaced).

You might want to check the following related topics:

- How to connect your Android mobile to existing Zen network?
- How to view and/or manage AVG products?

2.2.2. Devices ribbon



This part of AVG Zen user interface displays all devices available in your Zen network. If you are a single user, or you are only connected to someone's Zen network, you will only see one device, your current one. However, as network administrator you may even have so many devices to view, that you might need to use the arrow buttons to cycle through them all.

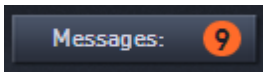
Select the device that you want to view by clicking its tile. You will see the Categories section changing appropriately, displaying the state of AVG products on chosen device. You may also notice a number in orange circle appearing in the upper-right corner of some tiles. Tis means that there are issues with AVG products on this device that you might want to pay attention to. Click the Messages button to so and to obtain more info.

As Zen network administrator you may also want to add new devices to your network. To do so, click the button on the right side of the ribbon.

You might want to check the following related topics:

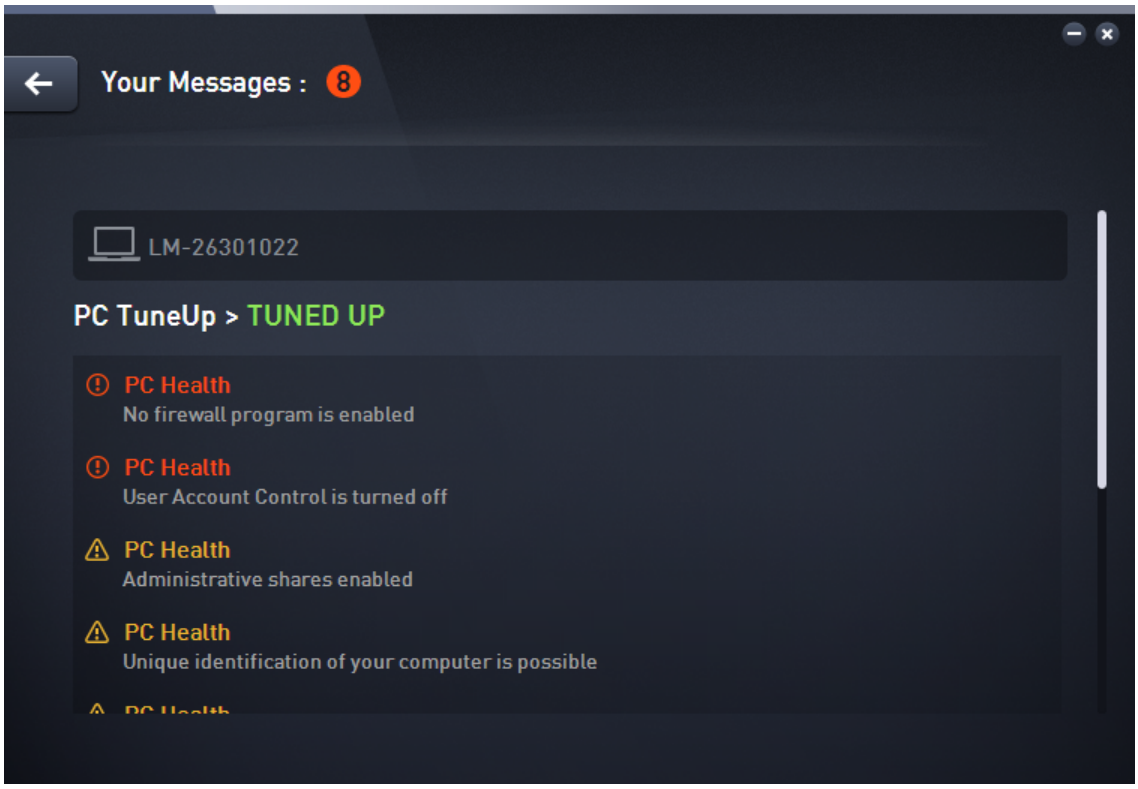
- How to add devices to your network?
- How to remove devices from your network?

2.2.3. Messages button



This button is located above the Devices ribbon and to the left of the Status button. However, it only appears if there are any problems with AVG products on your current device. The number in orange circle shows the number of issues that you might want to pay attention to (this orange circle may even contain an exclamation mark as a warning that some AVG application is utterly disabled).

After clicking this button, a new dialog appears:



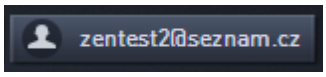
This dialog displays the list of issues sorted out by product category. Issues are displayed in different colors (red, yellow or green), allowing to recognize urgent problems from less pressing ones. Some issues can also be handled directly from this dialog - such issues appear with a special action button next to them.

If you are an administrator with more than one device in your network, this dialog looks a little bit different. There is an overview of devices on its left side, allowing you to view only messages related to this particular device. However, if you want to view messages for all devices in one ordered list, you can choose the ***ALL DEVICES*** options (it's the uppermost one in the overview).

For example, when you see the text ***"FIREWALL NEEDS RESTART - To activate Firewall please restart your computer"***, you can click the **Restart now** button. Right afterwards, your computer will be restarted in order to

activate the Firewall component.

2.2.4. Status button



This button displays your current user mode. As Zen network administrator you will usually see your MyAccount email that you have used to connect to the network.

After clicking this button, a list of additional actions is shown. Actions available depend on the user mode that you are currently using:

As single user:

- **Connect** - allows you to connect to Zen existing network (or to create a new one).
- **Visit AVG MyAccount** - starts your browser and opens the https://myaccount.avg.com/ website, allowing you to login to your AVG MyAccount.

As connected user:

- **Log in as Admin** - click to gain administrator rights, allowing you to view and manage this Zen network (login is required).
- **Leave This Network** - click to leave this Zen network (confirmation is required).
- **Tell Me More** - displays an informative dialog about the Zen network that you are currently connected to and its administrator.
- **Visit AVG MyAccount** - starts your browser and opens the https://myaccount.avg.com/ website, allowing you to login to your AVG MyAccount.

As administrator:

- **Log out as Admin** - click to lose your administrator rights and become a connected user within the same Zen network.
- **Visit AVG MyAccount** - starts your browser and opens the https://myaccount.avg.com/ website, allowing you to login to your AVG MyAccount.

What is AVG MyAccount?

AVG MyAccount is a free web-based (cloud) service from AVG that enables you to:

- view your registered products and license information
- easily renew your subscription and download your products
- check past orders and invoices
- manage your personal information and password
- use AVG Zen

AVG MyAccount can be accessed directly at https://myaccount.avg.com/ website.

2.2.4.1. Three user modes

Basically, there are three user modes in AVG Zen. The text shown on the **Status button** depends on which one you are currently using:

- **Single user** (the Status button shows ***Connect***) - you have just installed AVG Zen. You are neither AVG MyAccount administrator, nor are you connected to any network, so you can only view and manage AVG products installed on this device.
- **Connected user** (the Status button shows ***Connected***) - you have used a pairing code, thus accepting an invitation to someone's network. All AVG products on your device can now be viewed (not managed) by this network's administrator. As for yourself, you can still view and manage AVG products installed on this device (as if you were a single user). If you no longer want to stay in a network, you can easily leave it.
- **Administrator** (the Status button shows current ***AVG MyAccount name***) - you have logged in using your MyAccount (perhaps you have previously created a new one). This means that you have access to all AVG Zen features. You can add devices to your network, remotely view AVG products installed on them and, if necessary, remove them from your network.

You might want to check the following related topics:

- How to accept invitations?
- How to connect to existing Zen network?
- How to create a new Zen network?
- How to leave a network?

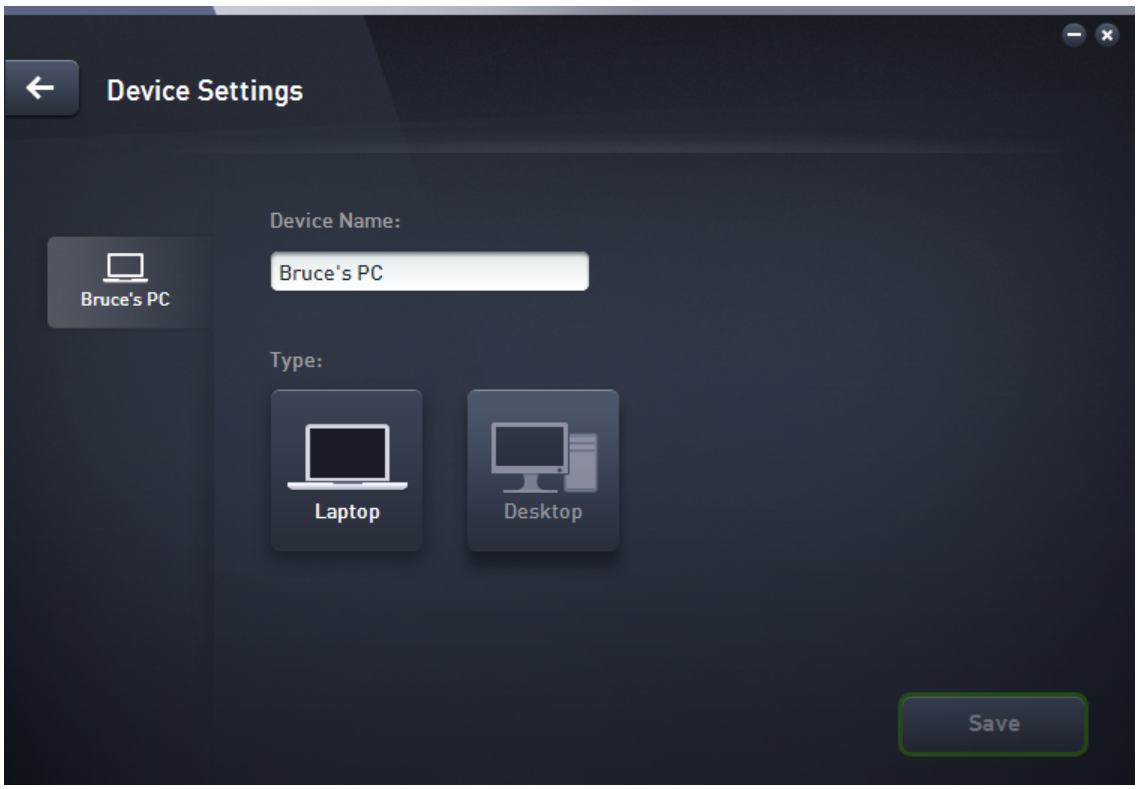
2.2.5. Refresh button

Clicking this tiny button (to the right from the Status button) immediately refreshes all data for all devices and categories. This might be useful for example in case some newly added device hasn't appeared on the Devices ribbon yet, but you know that it is already connected and want to see its details.

2.2.6. Settings button

Clicking this tiny button (to the right from the Refresh button) triggers a small pop-up dialog.

You can either click the ***Devices settings*** option to open the Device Settings dialog, allowing you to change the name and type of your device (as well as other devices in your Zen network, if there are any and if you are this network's administrator). This dialog also allows you to remove devices from your network.



Also, you can click the ***About AVG Internet Security 2014*** option to view the info about your software product or even to read the License Agreement.

You might want to check the following related topics:

- How to change device name or type?
- How to remove devices from your network?

2.3. Step-by-step guides

This chapter contains a few step-by-step guides describing the most common operations in Zen environment.

2.3.1. How to accept invitations?

If you use AVG products on more than one device, or perhaps you are not skilled enough and want someone to monitor your AVG products and help you fix any problems, you might want to add your PC or Android™ mobile to some existing Zen network. First, however, you have to be invited by your future network administrator, so please ask him to send you an invitation email. After you receive it, open it and find an **invitation code** within.

What you do next depends on whether you wish to add a PC or Android™ mobile device:

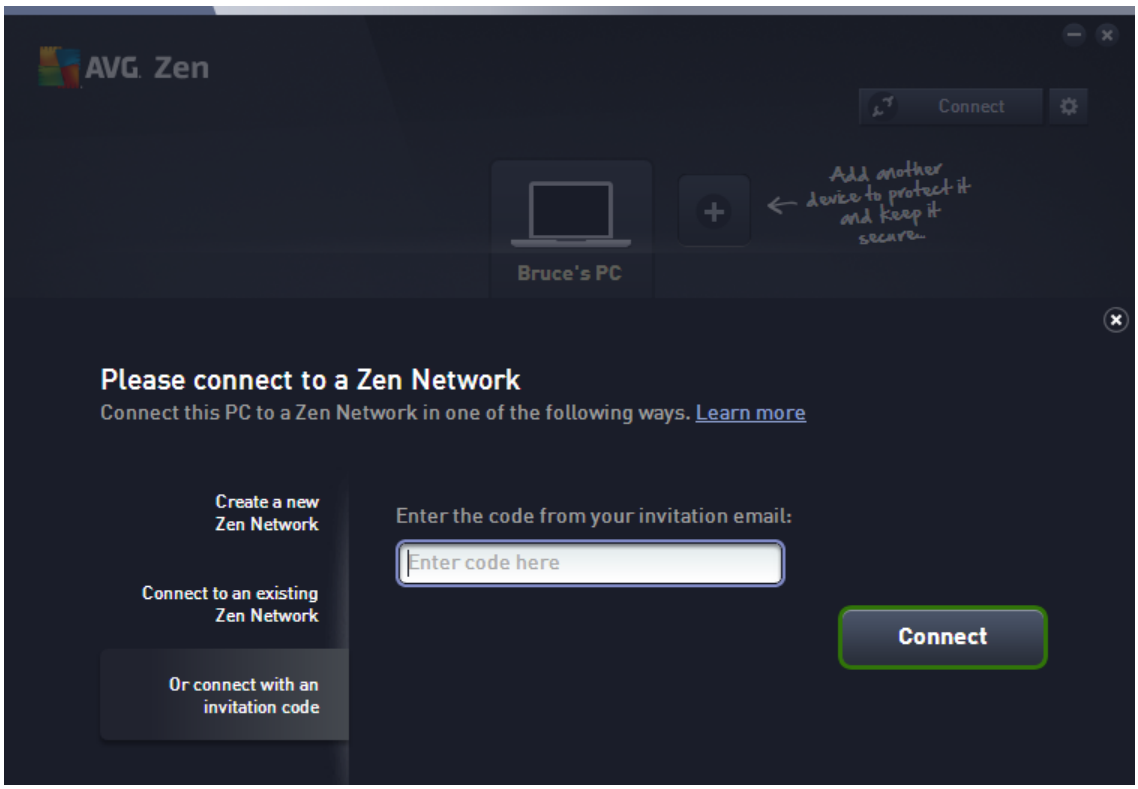
PC devices:

1. Install AVG Zen (if you haven't already done so).

2. Click the Status button (with the text that says ***Connect***) and confirm by clicking ***Continue*** button in the small

pop-up dialog.

3. Select the ***Connect with an invitation code*** pane on the left side of the newly opened subdialog.


AVG Zen
Connect
Add another device to protect it and keep it secure.
Bruce's PC
Please connect to a Zen Network
Connect this PC to a Zen Network in one of the following ways. Learn more
Create a new Zen Network
Connect to an existing Zen Network
Or connect with an invitation code
Enter the code from your invitation email:
Enter code here
Connect

4. Use the copy/paste method to copy the invitation code from email to appropriate text box in Zen subdialog (or retype it manually).

The copy/paste method is a common procedure, allowing you to input anything copiable (text, pictures, etc.) to Windows Clipboard, and then paste it elsewhere. It works as follows:

i. Highlight a piece of text, in this case your invitation code in an email. You can do that by holding down the left mouse button, or the Shift key.
ii. Press ***Ctrl+C*** on your keyboard (please note that at this stage, there will be no visible evidence of the text being successfully copied).
iii. Move to the desired location, in this case the **Zen Join Network** dialog, and click the text box in which you want to paste the text.
iv. Press ***Ctrl+V***.
v. The pasted text, in this case your invitation code, appears. Done.

5. Click the **Connect** button. After a small while, you will become a part of the Zen network of your choice. For you personally, nothing really changes (only the text on your Status button will change to ***Connected***). However, your device will be monitored by network's administrator from now on, allowing him to identify possible problems and help you fix them. Still, if you wish to leave this network, you can easily do so at any time.

Android mobile devices:

Unlike on PC devices, the network connection on Android mobile devices is being performed directly within the application itself:

1. First of all, you have to have on of AVG mobile apps installed and thus connected to some Zen network (click here to learn more about your Android™ mobile connection to existing Zen network). In fact, accepting an invitation on mobile device means that you leave your current Zen network and switch to a new one.

2. Open your application and tap the ***menu icon*** (in fact the application's logo) located in the upper-left corner of the main screen.

3. Once the menu is shown, tap the **Manage devices** option.

4. Tap the **Join another Zen network** option on the very bottom of the screen, then enter the invitation code that was previously sent you by this network's administrator and tap **Join**.

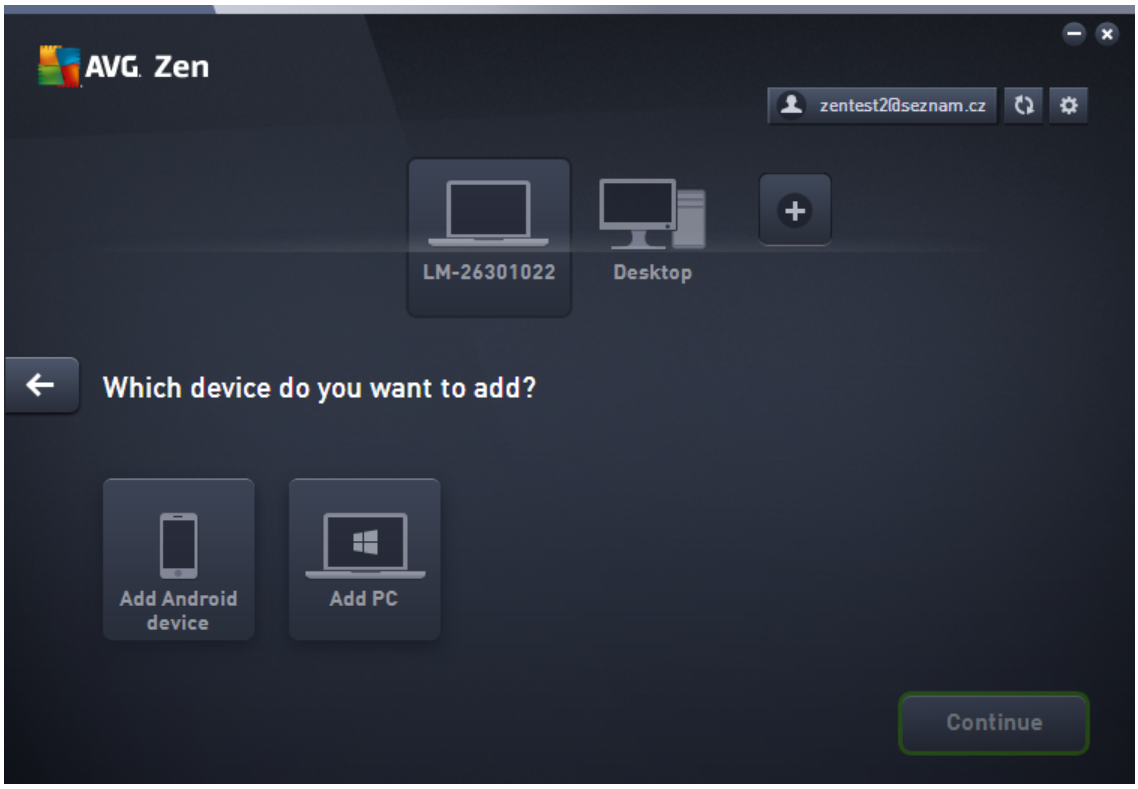
5. Congratulations! You are a part of Zen network now. However, if you ever change your mind, you can easily leave it at any time.

2.3.2. How to add devices to your network?

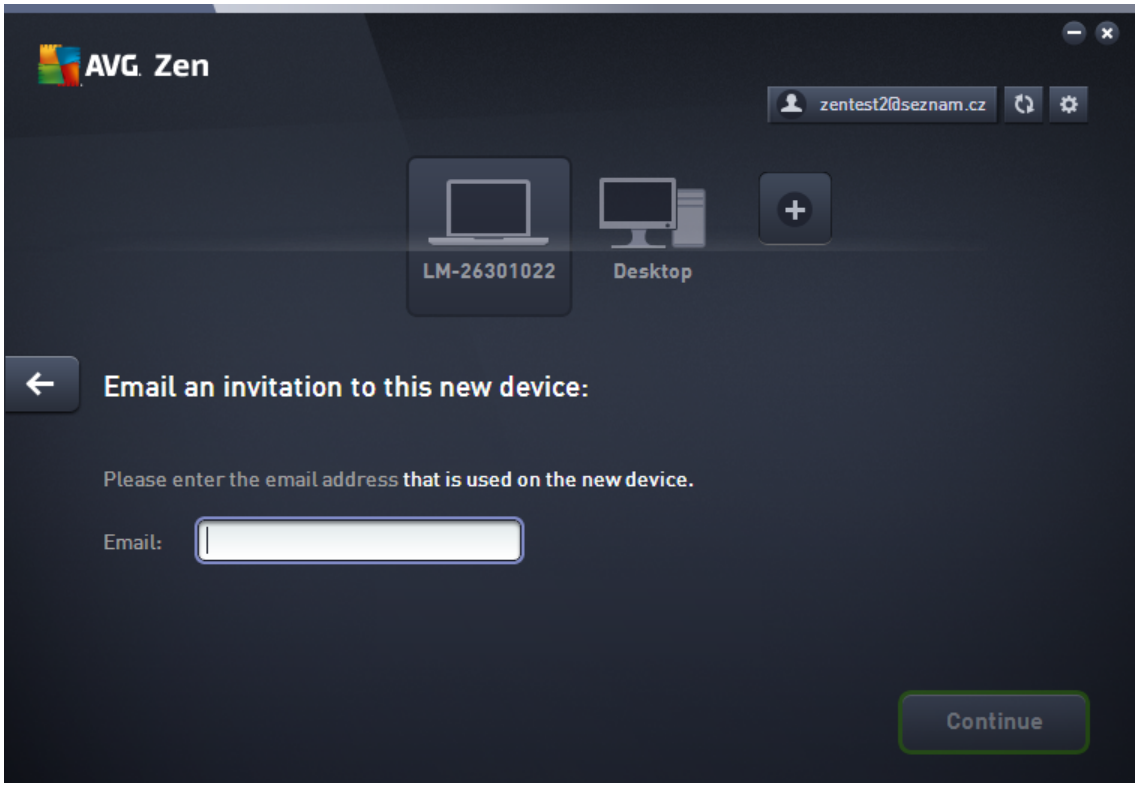
1. In order to add a new device to your Zen network, you have to invite it first. To do so, click the button on the right side of the Devices ribbon.

Please note that only administrators can send invitations and add devices to their networks. So if you are not currently connect to any Zen network, do so, or create yourself a new one.

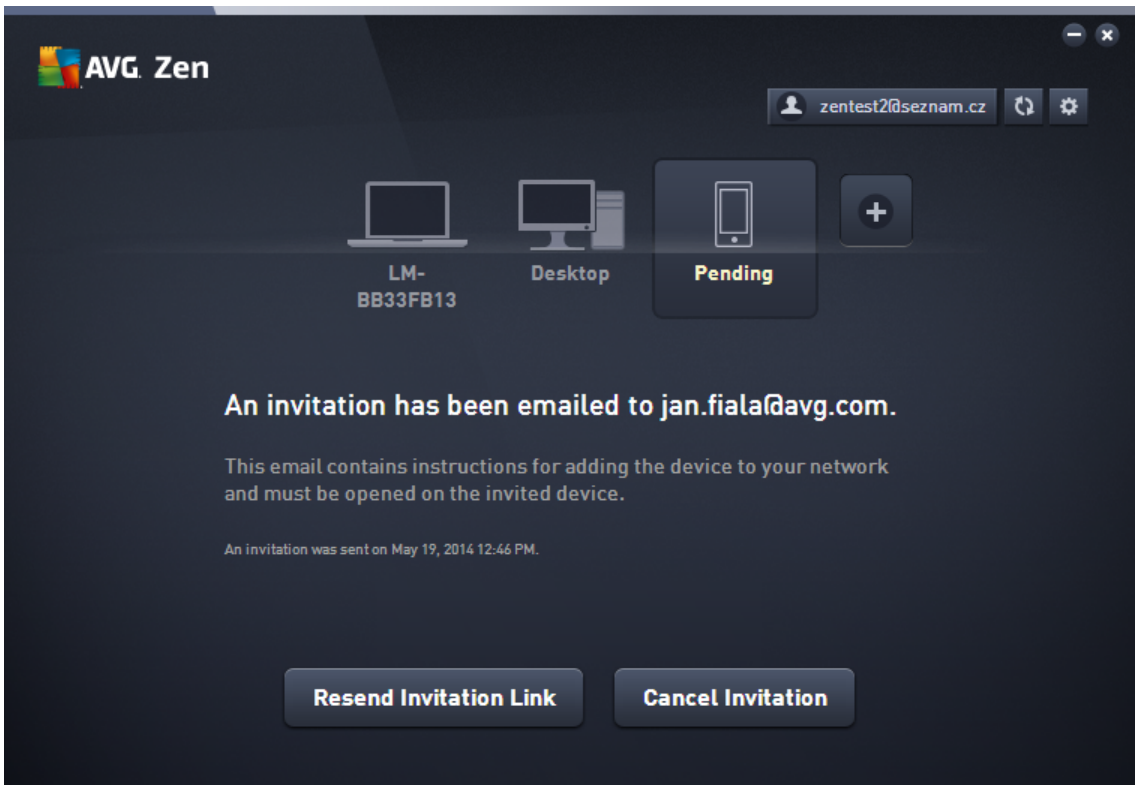
2. A new dialog appears. Choose the type of device that you want to add (i.e. PC or Android™ mobile) by highlighting the appropriate tile and click the **Continue** button.



3. Another dialog appears. Enter the email that is used on the new device and click the **Continue** button.



4. The invitation email is sent. The device is now displayed on the Devices ribbon as pending. This means your invitation awaits acceptation.

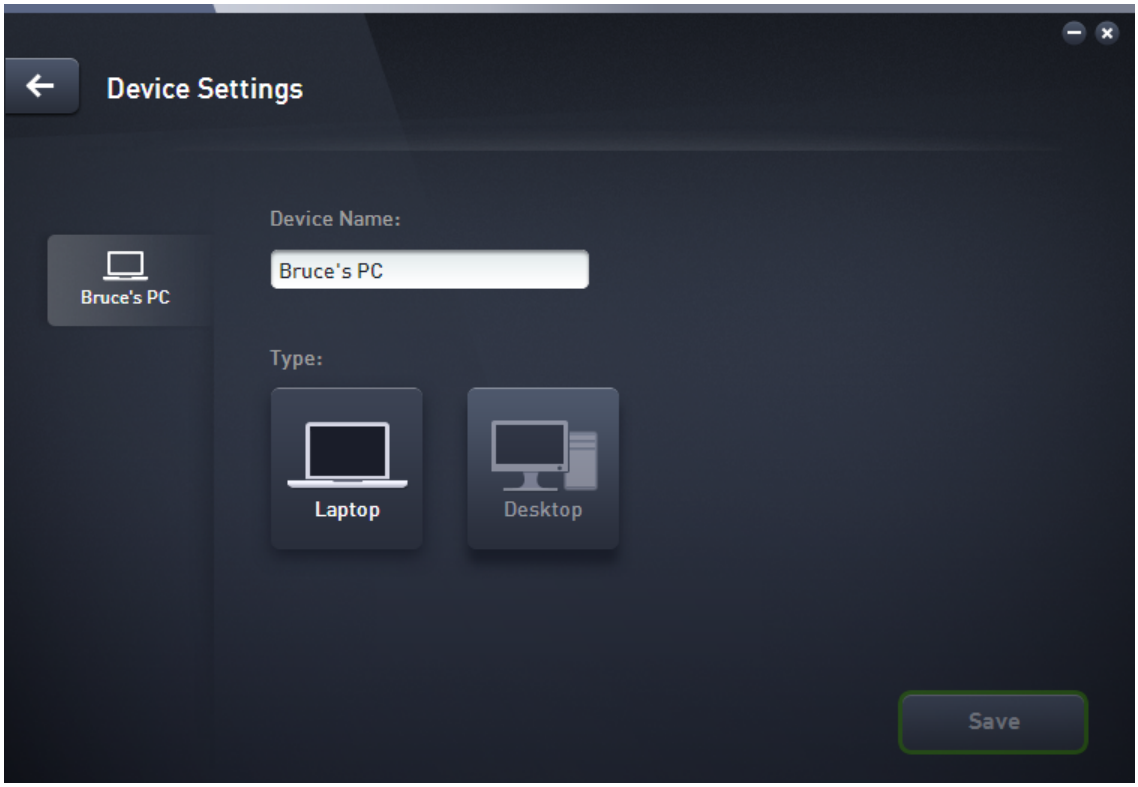

AVG. Zen
zentest2@seznam.cz
LM-
BB33FB13
Desktop
Pending
An invitation has been emailed to jan.fiala@avg.com.
This email contains instructions for adding the device to your network
and must be opened on the invited device.
An invitation was sent on May 19, 2014 12:46 PM.
Resend Invitation Link
Cancel Invitation

While your invitation remains in pending state, you can choose to **Resend Invitation Link**, or to **Cancel Invitation** entirely.

5. Immediately after your invitation is accepted, you can change the name and type of newly added device (however, you can also do this anytime in the future). Now, the device is a part of your Zen network and you are able to remotely view AVG products installed on it. Congratulations, you have become a true Zen administrator!

2.3.3. How to change device name or type?

1. Click the Settings button, then choose ***Devices Settings*** in the pop-up dialog.



2. The settings you see apply to your currently selected device. A list of devices currently available in your network (i.e. those that have accepted invitations) is displayed in a column of tiles on the left side of the Devices Settings dialog. Simply click the individual tiles to switch between them.

3. The ***Device Name*** text box displays the name of your currently selected device. You can delete it and replace with any name of your liking.

4. Below, you can set the ***Type*** of your currently selected device (Phone, Tablet, Laptop or Desktop). Simply click an appropriate tile.

5. Click the **Save** button to confirm your changes.

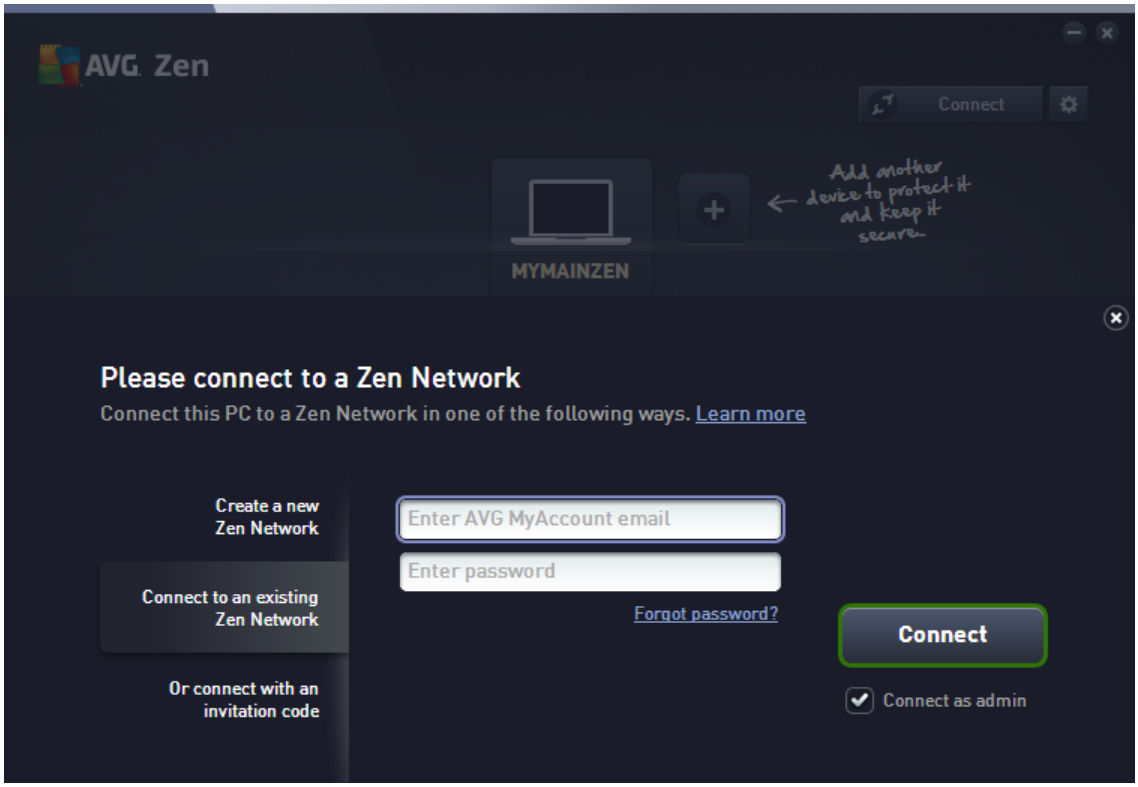
2.3.4. How to connect to existing Zen network?

PC devices:

1. If you are not currently logged in to any AVG MyAccount, click the Status button (with the text that says ***Connect***) and confirm by clicking **Continue** button in the small pop-up dialog.

If you are already connected to some AVG MyAccount, you have to log out first, in order to connect to a different one. Click the Status button (with your current AVG MyAccount name on it) and confirm by clicking **Log Out** button in the small pop-up dialog.

2. Select the ***Connect to a existing Zen network*** pane on the left side of the newly opened subdialog.


AVG Zen
Connect
Add another device to protect it and keep it secure...
MYMAINZEN
Please connect to a Zen Network
Connect this PC to a Zen Network in one of the following ways. Learn more
Create a new Zen Network
Connect to an existing Zen Network
Or connect with an invitation code
Enter AVG MyAccount email
Enter password
Forgot password?
Connect
Connect as admin

3. Insert your AVG MyAccount user name and password. If you don't have your own AVG MyAccount yet, simply create yourself a new one. If you want to be logged in as administrator, in order to be able to view AVG products on remote devices in this Zen network, keep the ***Connect as admin*** box checked. Otherwise, you will only act as connected user.

If you have forgotten your password, click the ***Forget password?*** link (under the password text box). This will redirect you to the webpage, allowing you to recover your lost password.

4. Click the **Connect** button. The connection process should be done in a few seconds. After successful connection, you should see your MyAccount name displayed on the Status button.

Android mobile devices:

Unlike on PC devices, the network connection on Android mobile devices is being performed directly within the application itself:

1. If you wish to connect your Android mobile device to Zen network, you have to download one of AVG mobile applications (i.e. AVG AntiVirus, AVG Cleaner and/or AVG PrivacyFix). This can be easily done at Google Play, from where all these applications can be downloaded and installed for free. In order for the connection to function properly, please make sure that you use the latest version available.

2. After your AVG app is installed, open it and tap the ***menu icon*** (in fact the application's logo) located in the upper-left corner of the main screen.

3. Once the menu is shown, tap the **Manage devices** option.

4. Here, tap the **Login** tab and enter appropriate AVG MyAccount credentials (i.e. your ***user name*** and ***password***).

5. Congratulations! You are a part of Zen network now. After clicking the menu icon, you should now see the ***You are connected as:*** text, together with your current AVG MyAccount name on the very top of the menu. However, if you ever change your mind, you can easily leave it at any time.

2.3.5. How to create a new Zen network?

In order to create (and administer) a new Zen network, you have to create your personal AVG MyAccount first. Basically, there are two ways to do it - either using your web browser, or directly from the AVG Zen application itself.

From browser:

1. Use your browser to open the https://myaccount.avg.com/ website.

2. Click the **Create AVG MyAccount** button.

3. Enter your login email, set your password, retype it and click the **Create account** button.

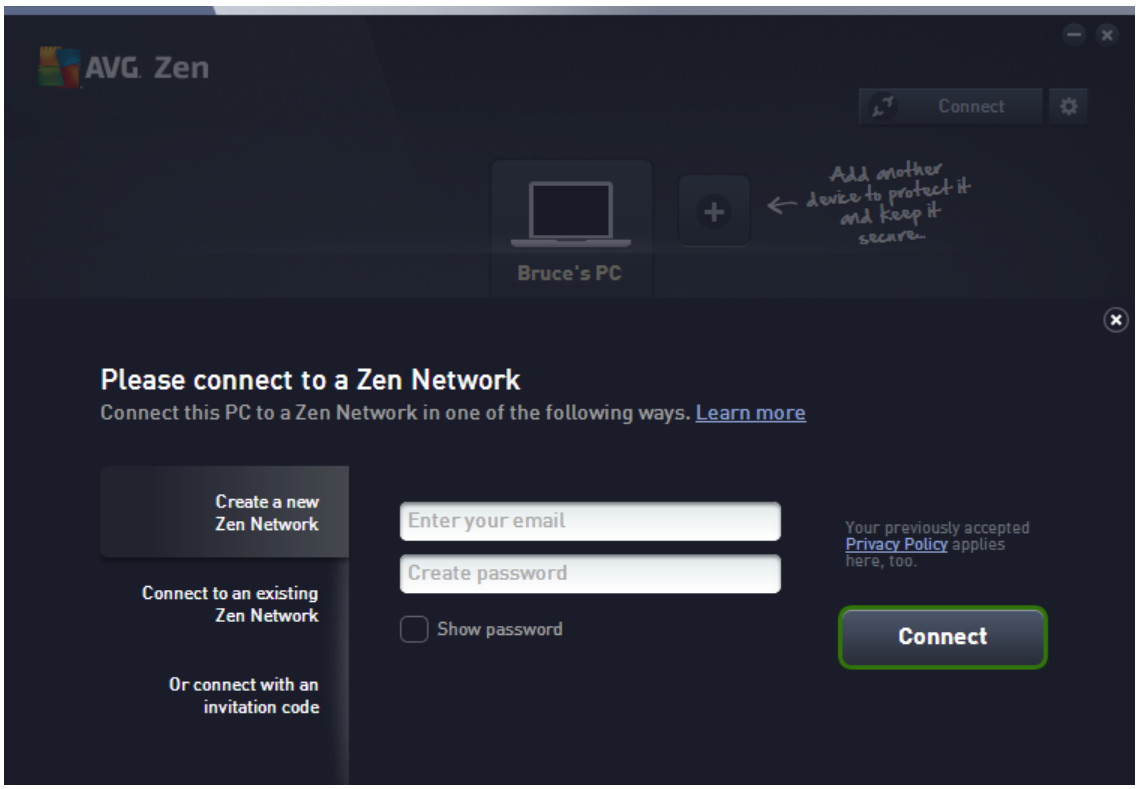
4. A link for activating your AVG MyAccount will be sent to you (to the email address that you have used in step 3). You'll need to click this link to finish your MyAccount creation. If you don't see this email in your inbox, it may have ended up in your spam folder.

From AVG Zen:

1. If are not currently logged in to any AVG MyAccount, click the Status button (with the text that says ***Connect***) and confirm by clicking **Continue** button in the small pop-up dialog.

> If you are already connected to some AVG MyAccount, you have to log out first, in order to connect to a different one. Click the Status button (with your current AVG MyAccount name on it) and confirm by clicking **Log Out** button in the small pop-up dialog.

2. Make sure that the ***Create a new Zen network*** pane on the left side of the newly opened subdialog is selected.


AVG Zen
Connect
Add another device to protect it and keep it secure.
Bruce's PC
Please connect to a Zen Network
Connect this PC to a Zen Network in one of the following ways. Learn more
Create a new Zen Network
Connect to an existing Zen Network
Or connect with an invitation code
Enter your email
Create password
Show password
Your previously accepted Privacy Policy applies here, too.
Connect

3. Enter your login email and set your password (check the ***Show password*** box below if you want to see hidden characters), then click the **Connect** button.

4. After a few seconds, you will be connected to newly created network with administrator rights. This means that you can add devices to your network, remotely view AVG products installed on them and, if necessary, remove them from your network.

2.3.6. How to install AVG products?

1. AVG products can be easily installed via Zen. To do so, click a Category tile of your choice (the tile will be gray indicating that you have no product from this category yet, or perhaps half green, which means that you already have a product from this category, but there is another product left to install).

LM-26301022
Protection
Install AVG Internet Security 2014 to...
Protect this PC
• Blocks viruses, spyware, & other malware
• Scans web, Twitter®, & Facebook® links
• Blocks hackers so you can shop safely
• With 30 days of PRO features free
Get It FREE
Your previously accepted End User License Agreement applies here, too.

Please note that you can only install AVG products on your current device (i.e. PC or Android™ mobile that you are currently working with). Zen network administrators can only view products installed on devices in their network, but can not manage them or even install new ones.

2. If you want to start the product installation right away, all you have to do is click the **Get It FREE** button. The product will then be installed automatically with default settings.

   If you want to take control over the installation process, click the little arrow button (to the right from the **Get It FREE** button) and click **Custom installation**. This way, you will view the installation as a series of dialogs, allowing you to change the destination folder, installed components etc.

The installation processes for various AVG products are in detail described in the other part of this documentation, or even separate user guides. These guides can be easily downloaded from the AVG website.

3. As the installation goes on, you should see the green circle appear inside the chosen Category tile. After successful installation, the green circle inside the tile becomes full (in some categories is may also be just a semi-circle, indicating that there are other products within this category that can be installed). Please note that the circle (or semi-circle) may also switch to a different color (yellow or red) immediately after the installation; this means that there are some issues within the product that require your attention.

4. You will get a confirmative message (appearing right under the Category tiles) that the installation has ended successfully.

2.3.7. How to leave a network?

PC devices:

1. If you are a part of some Zen network and wish to leave it, it is very easy to do so. First, click the Status button (with the text that says ***Connected***) and click the **Leave This Network** button in the small pop-up dialog in order to proceed.

2. Now you have to confirm that you really want to leave the Zen network. To do so, click the **Leave** button.

3. After a few seconds you will be permanently disconnected. Your former network's administrator will no longer be able to manage AVG products on your PC. The text on your Status button will change to ***Connect*** (i.e. to its initial state).

Android mobile devices:

Unlike on PC devices, the network connection on Android mobile devices is being performed directly within the application itself:

1. Open your AVG app and tap the ***menu icon*** (in fact the application's logo) located in the upper-left corner of the main screen.

2. On the very top of the menu, you should see the ***You are connected as:*** text, together with your current AVG MyAccount name. Next to it, there is small door icon with an arrow pointing to the right. Click it.

3. Confirm that you really want to leave the Zen network by clicking the **OK** button.

4. After a few seconds you will be permanently disconnected. Your former network's administrator will no longer be able to manage AVG products on your Android™ mobile. However, you can easily connect to to this (or any other one) Zen network again - either directly, or by accepting invitation.

2.3.8. How to remove devices from your network?

1. If you no longer want some device to a be a part of your Zen network, you can easily remove it. Click the Settings button, then choose ***Devices Settings*** in the pop-up dialog.

2. On the left side of the Devices Settings dialog, there is a list of devices currently available in your network displayed in a column of tiles. Switch to the device that you want to remove by clicking the tile with its name on it.

3. You will see the ***Remove from Network*** link next to the lower edge of the dialog. Click it.

Note, that there is no such link in settings for the device that you are currently using. This device is considered to the core of your network and can therefore not be removed.

4. Now you have to confirm that you really want to remove this device from the Zen network. To do so, click the **Remove** button.

5. The device will be permanently removed after a few seconds. You will no longer be able to manage AVG products on it; removed device will also disappear from the Devices ribbon in your User Interface.

2.3.9. How to view and/or manage AVG products?

If you want to view and manage your own device

In fact, all you have to do is to click an appropriate Category tile. This opens AVG product's user interface, allowing you to explore and configure as much as you wish. For example, clicking the ***PROTECTION*** tile opens AVG Internet Security user interface etc. If a category consists of more than one product, you will have to click its tile and then select an appropriate sub-tile (like AVG PrivacyFix under ***PRIVACY & IDENTITY*** category).

AVG products viewable and manageable via Zen are in detail described in the other part of this documentation, or even in separate user guides. Feel free to download these manuals from the AVG website.

In case there are any pressing issues that require your attention, you may also click the Messages button. The newly opened dialog contains a list of problems and difficulties; some of them can even be handled directly from this dialog - such issues appear with a special action button next to them.

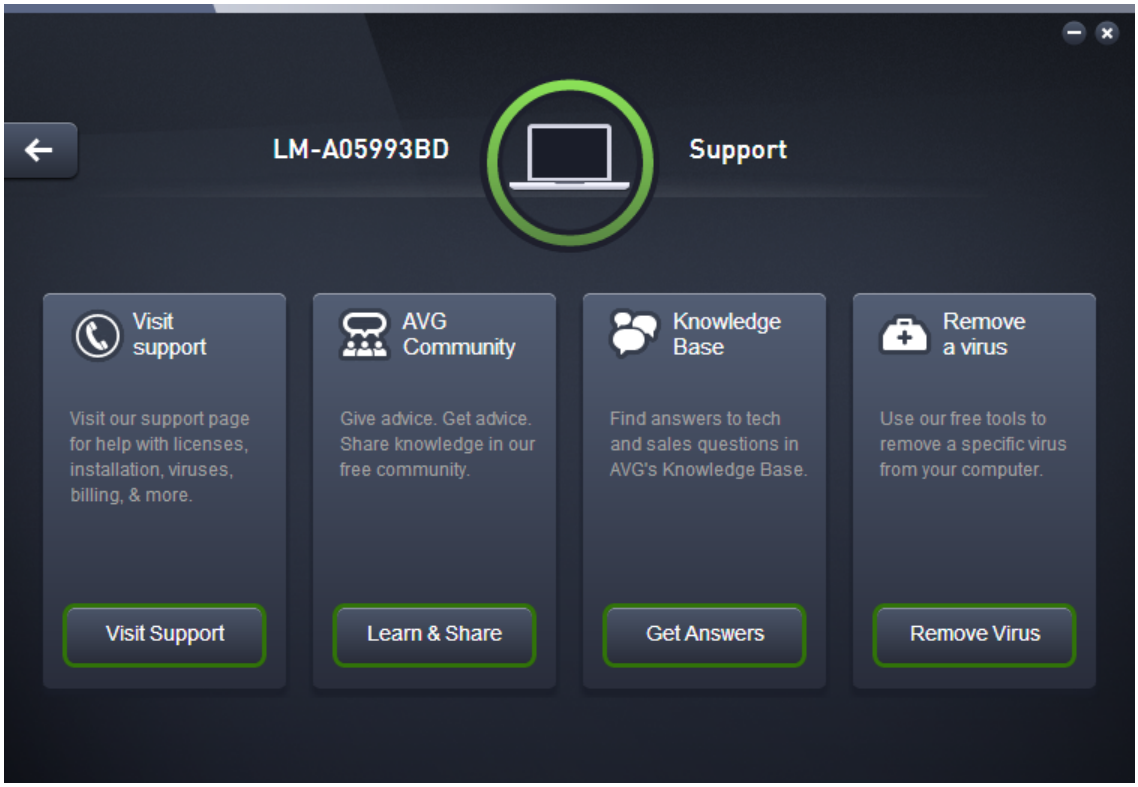
If you want to view a remote device (administrators only)

This is also pretty easy. Choose the device that you want to view from the Devices ribbon and click an appropriate Category tile. Afterwards, a new dialog is opened, containing a brief overview of state(s) of AVG product(s) in this category. Please note that this dialog is purely informative and you are unable to change anything.

As administrator, you may also use the Messages button to view the problems with AVG products that have arisen on remote devices. After clicking the button, you will see a new dialog with an overview of devices on its left side, allowing you to view warning messages related to this particular device.

2.4. FAQ and Support

User support for AVG Zen is easily accessible at any time via the ***SUPPORT*** category tile.


LM-A05993BD
Support
Visit support
Visit our support page for help with licenses, installation, viruses, billing, & more.
Visit Support
AVG Community
Give advice. Get advice. Share knowledge in our free community.
Learn & Share
Knowledge Base
Find answers to tech and sales questions in AVG's Knowledge Base.
Get Answers
Remove a virus
Use our free tools to remove a specific virus from your computer.
Remove Virus

The new dialog you open contains browser links to the most common support resources.

CATEGORY NAME	BUTTON TEXT	DESCRIPTION
Visit support	***Visit Support***	This page gives you access to professional AVG user support. You can ask questions regarding licenses, installation, viruses and specific product features.
AVG Community	***Learn & Share***	AVG Forums are a great way to get advice from other AVG user (but you can also give a piece of advice yourself). Feel free to share your knowledge in this community of AVG customers.
Knowledge Base	***Get Answers***	Some questions about AVG products are more frequent than the others. On this page, you will find answers to the most common ones. Feel free to try it - perhaps, the solution to your problem awaits you right there.

CATEGORY NAME	BUTTON TEXT	DESCRIPTION
Remove a virus	***Remove virus***	AVG offers a number of free software tools able to remove a specific virus from your computer. You can download them from this page.

3. AVG Internet Security

This part of the user manual provides comprehensive user documentation for **AVG Internet Security 2014**.

However, you may also want to use other sources of information:

- ***Help file***: A *Troubleshooting* section is available directly in the help file included with **AVG Internet Security 2014** *(to open the help file, press F1 key in any dialog in the application)*. This section provides a list of the most frequently occurring situations when a user desires to look up professional help for a technical issue. Please select the situation that best describes your problem, and click it to open detailed instructions leading to the problem solution.

- ***AVG website Support Center***: Alternatively, you can look up the solution to your problem on the AVG website (*http://www.avg.com/*). In the ***Support Center*** section you can find a structured overview of thematic groups dealing with both sales and technical issues.

- ***Frequently asked questions***: On the AVG website (*http://www.avg.com/*) you can also find a separate and elaborately structured section of frequently asked questions. This section is accessible via the ***Support Center / FAQs and Tutorials*** menu option. Again, all questions are divided in a well-organized way into sales, technical, and virus categories.

- ***AVG ThreatLabs***: A specific AVG related website (*http://www.avgthreatlabs.com/website-safety-reports/*) is dedicated to virus issues providing structured overview of information related to online threats. You can also find instructions on removing viruses, spyware, and advice on how to stay protected.

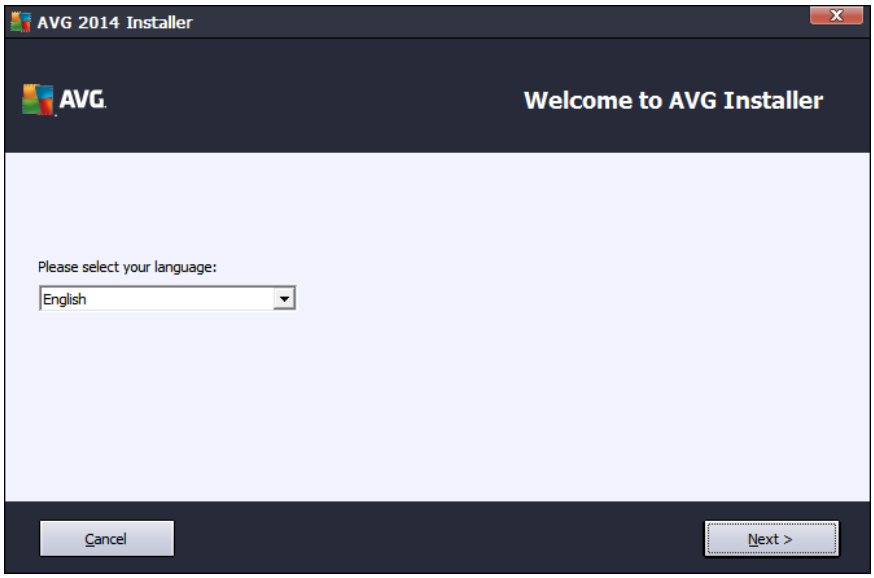
- ***Discussion forum***: You can also use the AVG users discussion forum at http://forums.avg.com.

3.1. AVG Installation Process

To install **AVG Internet Security 2014** on your computer, you need to get the latest installation file. To make sure you are installing the up-to-date version of **AVG Internet Security 2014**, it is recommended that you download the installation file from the AVG website (http://www.avg.com/). The ***Support*** section provides a structured overview of the installation files for each AVG edition. Once you have downloaded and saved the installation file on your hard disk, you can launch the installation process. The installation is a sequence of simple and easy to understand dialogs. Each dialog briefly describes what do at each step of the installation process. We offer a detailed explanation of each dialog window below:

3.1.1. Welcome: Language Selection

The installation process starts with the ***Welcome to AVG Installer*** dialog:

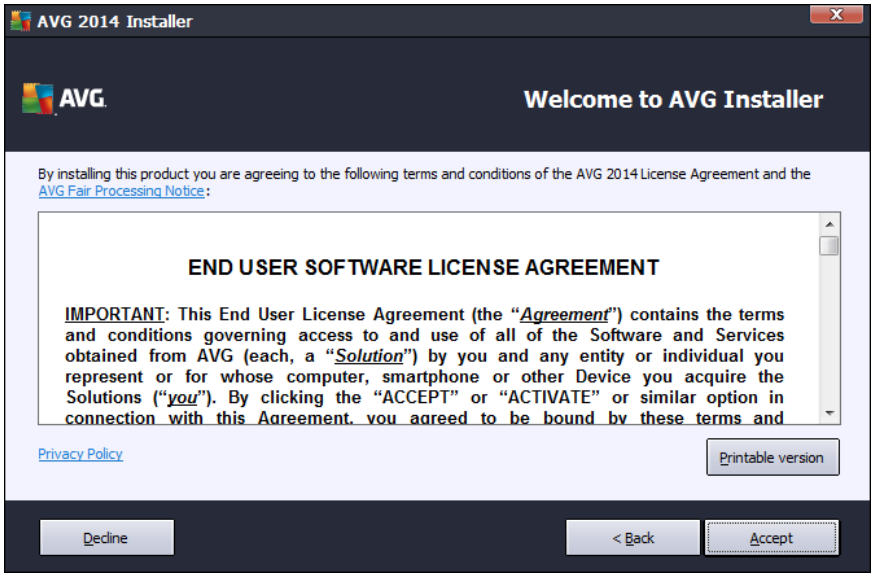


In this dialog you can select the language used for the installation process. Click the combo box to roll down the language menu. Select the desired language, and the installation process will proceed further in the language of your choice.

Attention: At the moment you are only selecting the language of the installation process. The AVG Internet Security 2014 application will be installed in the selected language, and in English which is always installed automatically. However, it is possible to have more languages installed and to work with AVG Internet Security 2014 in any of these. You will be invited to confirm your full selection of alternative languages in one of following setup dialogs named Custom Options.

3.1.2. Welcome: License Agreement

The ***Welcome to AVG Installer*** dialog provides then the full wording of the AVG license agreement:


AVG 2014 Installer
AVG
Welcome to AVG Installer
By installing this product you are agreeing to the following terms and conditions of the AVG 2014 License Agreement and the AVG Fair Processing Notice:
END USER SOFTWARE LICENSE AGREEMENT
IMPORTANT: This End User License Agreement (the "Agreement") contains the terms and conditions governing access to and use of all of the Software and Services obtained from AVG (each, a "Solution") by you and any entity or individual you represent or for whose computer, smartphone or other Device you acquire the Solutions ("you"). By clicking the "ACCEPT" or "ACTIVATE" or similar option in connection with this Agreement, you agreed to be bound by these terms and
Privacy Policy
Printable version
Decline
< Back
Accept

Please read the entire text carefully. To confirm that you have read, understood, and accept the agreement press the ***Accept*** button. If you do not agree with the license agreement press the ***Decline*** button, and the installation process will be terminated immediately.

AVG Fair Processing Notice and Privacy Policy

Besides the license agreement, this setup dialog also offers you the option to learn more about ***AVG Fair Processing Notice***, and ***Privacy Policy***. The mentioned functions are displayed in the dialog in the form of an active hyperlink that takes you to the dedicated website where you can find detailed information. Click the respective link to get redirected to AVG website (http://www.avg.com/) where you can find the full wording of these statements.

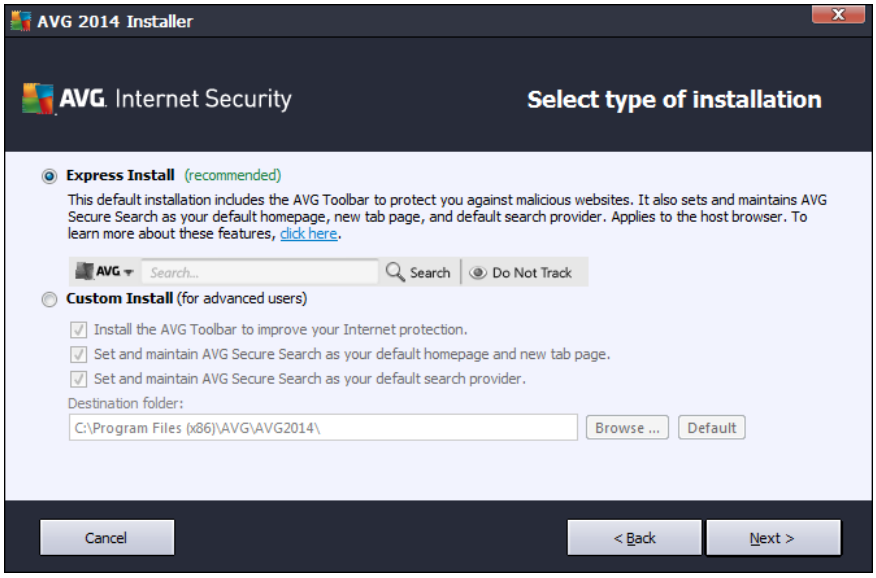
Control buttons

From the first setup dialog, the following control buttons are available:

- ***Printable version*** - Click the button to display the full wording of the AVG license agreement in a web interface, and well arranged for printing.
- ***Decline*** - Click to refuse the license agreement. The setup process will quit immediately. **AVG Internet Security 2014** will not be installed!
- ***Back*** - Click to return one step back to the previous setup dialog.
- ***Accept*** - Click to confirm you have read, understood, and accepted the license agreement. The installation will continue, and you will go on one step further to the following setup dialog.

3.1.3. Select type of installation

The ***Select type of installation*** dialog offers the choice of two installation options: ***Express*** and ***Custom Install***:


AVG 2014 Installer
AVG Internet Security
Select type of installation
Express Install (recommended)
This default installation includes the AVG Toolbar to protect you against malicious websites. It also sets and maintains AVG Secure Search as your default homepage, new tab page, and default search provider. Applies to the host browser. To learn more about these features, click here.
AVG Search... Search Do Not Track
Custom Install (for advanced users)
Install the AVG Toolbar to improve your Internet protection.
Set and maintain AVG Secure Search as your default homepage and new tab page.
Set and maintain AVG Secure Search as your default search provider.
Destination folder:
C:\Program Files (x86)\AVG\AVG2014\
Browse ...
Default
Cancel
< Back
Next >

Express installation

For most users, it is highly recommended that you keep the standard ***Express*** installation. This way you install **AVG Internet Security 2014** in fully automatic mode with settings predefined by the program vendor, including the AVG Security Toolbar. This configuration provides maximum security combined with the optimal use of resources. In the future, if the need arises to change the configuration, you will always have the option of doing so directly in the **AVG Internet Security 2014** application.

Press the ***Next*** button to proceed to the following dialog of the installation process.

Custom installation

Custom Install should only be used by experienced users who have a valid reason to install **AVG Internet Security 2014** with non-standard settings; e.g. to fit specific system requirements. If you decide for this option, several new options will be activated in the dialog:

- ***Install the AVG Toolbar to improve your Internet protection*** - If you do not change the default settings, this component will be installed automatically into your default Internet browser (*currently supported browsers are Microsoft Internet Explorer version 6.0 or higher, and Mozilla Firefox version 3.0 or higher*) and to provide you with comprehensive online protection while surfing the Internet. No other browsers are supported; in case you are using some alternative Internet browser, e.g Avant Browser, you may encounter unexpected behavior.

- ***Set and maintain AVG Secure Search as your default homepage and new tab page*** - Keep checked to confirm you want to open your default internet browser and all its tabs with the AVG Secure Search set as your homepage.

- ***Set and maintain AVG Secure Search as your default search provider*** - Keep checked to confirm you want to use the AVG Secure Search engine that closely cooperates with the Link Scanner Surf Shield for your maximum security online.

- ***Destination folder*** - Here, you are supposed to specify the location where **AVG Internet Security 2014** should be installed. By default, **AVG Internet Security 2014** will be installed to the program files folder located on drive C:, as stated in the text field in the dialog. If you want to change this location, use the ***Browse*** button to display the drive structure, and select the respective folder. To revert to the default destination pre-set by the software vendor use the ***Default*** button.

Then, press the ***Next*** button to proceed to the Custom Options dialog.

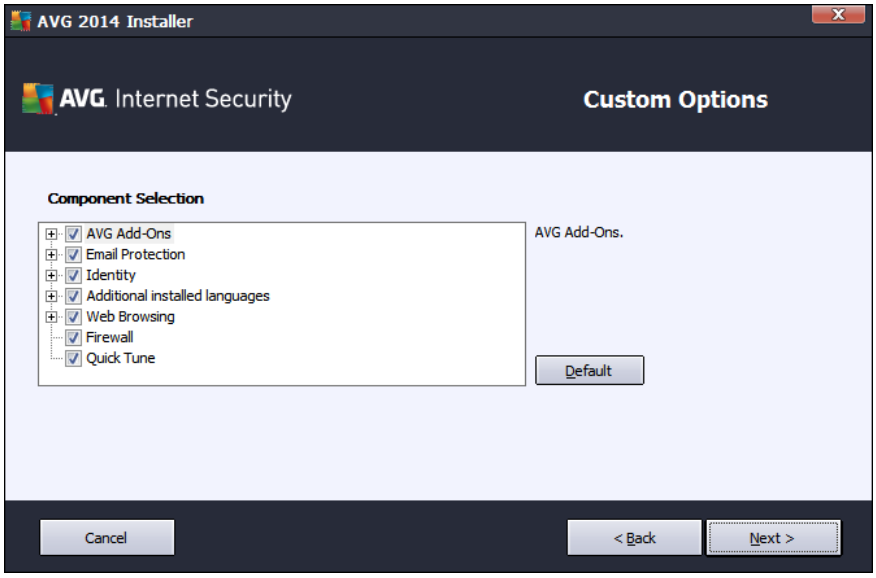
Control buttons

As within most setup dialogs, there are three control buttons available:

- ***Cancel*** - click to exit the setup process immediately; **AVG Internet Security 2014** will not be installed!
- ***Back*** - click to go one step back to the previous setup dialog.
- ***Next*** - click to continue the installation and go one step further.

3.1.4. Custom options

The ***Custom Options*** dialog allows you to set up detailed parameters for the installation:



The ***Component Selection*** section provides an overview of all **AVG Internet Security 2014** components that can be installed. If the default settings do not suit you, you can remove/add specific components. ***However, you can only select from components that are included in your purchased AVG edition!*** Highlight any item in the ***Component Selection*** list, and a brief description of the respective component will be displayed on the right side of this section. For detailed information on each component's functionality please consult the Components Overview chapter of this documentation. To revert to the default configuration pre-set by the software vendor use the ***Default*** button.

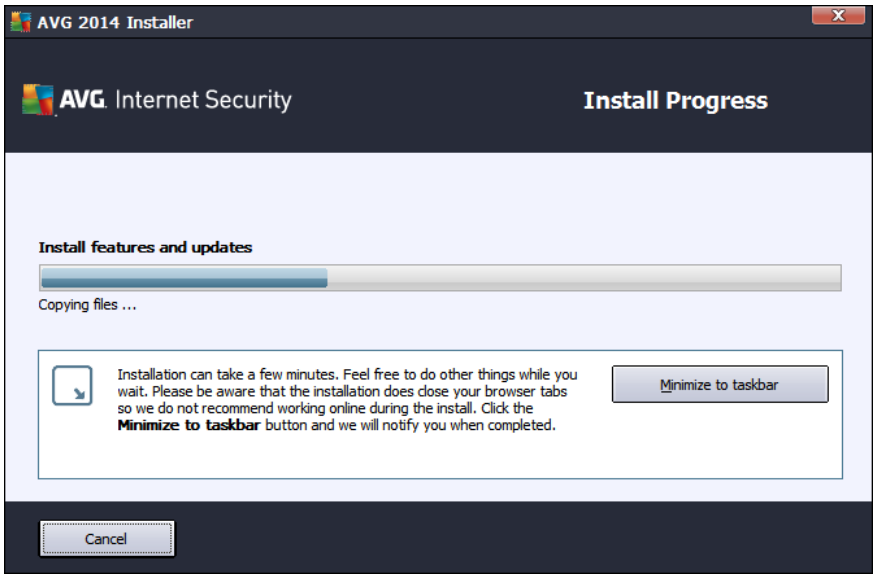
Control buttons

As in most setup dialogs, there are three control buttons available:

- ***Cancel*** - click to exit the setup process immediately; **AVG Internet Security 2014** will not be installed!
- ***Back*** - click to go one step back to the previous setup dialog.
- ***Next*** - click to continue the installation and go one step further.

3.1.5. Install progress

The ***Install Progress*** dialog shows the progress of the installation process, and does not require any intervention:


AVG 2014 Installer
AVG Internet Security
Install Progress
Install features and updates
Copying files ...
Installation can take a few minutes. Feel free to do other things while you wait. Please be aware that the installation does close your browser tabs so we do not recommend working online during the install. Click the Minimize to taskbar button and we will notify you when completed.
Minimize to taskbar
Cancel

After the installation process is finished, you will be automatically redirected to the next dialog.

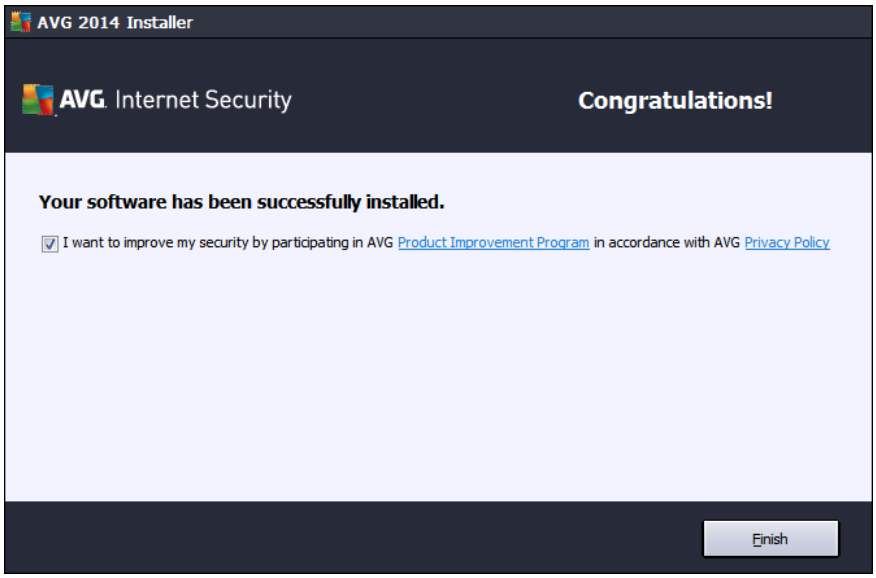
Control buttons

There are two control buttons available in this dialog:

- ***Minimize*** - The installation process may take several minutes. Click the button to minimize the dialog window into an icon visible on the system bar. The dialog appears again once the installation is completed.
- ***Cancel*** - This button should only be used if you want to stop the current installation process. Please mind that in such a case your **AVG Internet Security 2014** will not be installed!

3.1.6. Congratulations!

The ***Congratulations*** dialog confirms that your **AVG Internet Security 2014** has been fully installed and configured:


AVG 2014 Installer
AVG. Internet Security
Congratulations!
Your software has been successfully installed.
I want to improve my security by participating in AVG Product Improvement Program in accordance with AVG Privacy Policy
Finish

Product Improvement Program and Privacy Policy

Here you can decide whether you want to participate in the ***Product Improvement Program*** (*for details see the chapter AVG Advanced Settings / Product Improvement Program*) that collects anonymous information on detected threats in order to increase the overall Internet security level. All data are treated as confidential and in compliance with AVG Privacy Policy; click the ***Privacy Policy*** link to get redirected to AVG website (http://www.avg.com/) where you can find the the full wording of AVG Privacy Policy. If you agree, please keep the option checked *(the option is confirmed, by default)*.

To finalize the installation process press the ***Finish*** button.

3.2. After Installation

3.2.1. Product registration

Having finished the **AVG Internet Security 2014** installation, please register you product online on the AVG website (*http://www.avg.com/*). After the registration you will be able to gain full access to your AVG user account, the AVG Update newsletter, and other services provided exclusively for registered users. The easiest way to register is directly from the **AVG Internet Security 2014** user interface. Please select the upper line navigation / Options / Register now item. You will be redirected to the ***Registration*** page on the AVG website (*http://www.avg.com/*). Please follow the instruction provided on the page.

3.2.2. Access to user interface

The AVG main dialog is accessible in several ways:

- double-click the AVG system tray icon

- double-click the AVG icon on the desktop
- from the menu ***Start / All Programs / AVG / AVG 2014***

3.2.3. Scanning of the whole computer

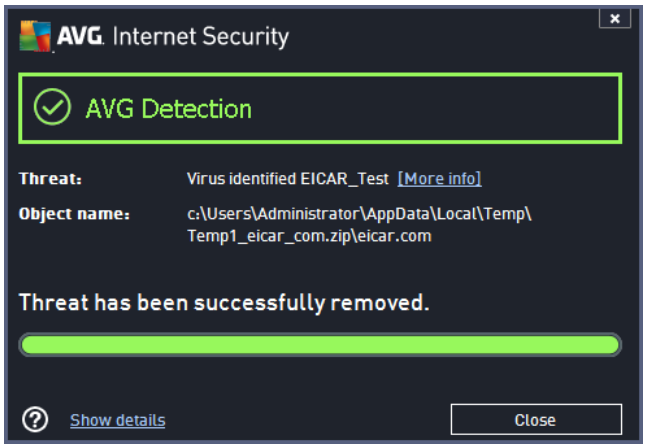
There is a potential risk that a computer virus has been transmitted to your computer prior to **AVG Internet Security 2014** installation. For this reason you should run a Scan of the whole computer to make sure there are no infections on your PC. The first scan might take quite some time *(about an hour)* but it is recommended that you launch it to make sure your computer has not been compromised by a threat. For instructions on running a Scan of the whole computer consult the chapter AVG Scanning.

3.2.4. Eicar test

To confirm that **AVG Internet Security 2014** has been installed correctly you can perform the EICAR test.

The EICAR test is a standard and absolutely safe method used to test antivirus system operation. It is safe to pass around, because it is not an actual virus, and does not include any fragments of viral code. Most products react to it as if it were a virus (*though they typically report it with an obvious name, such as "EICAR-AV-Test"*). You can download the EICAR virus from the EICAR website at www.eicar.com, and you will also find all necessary EICAR test information there.

Try to download the *eicar.com* file, and save it on your local disk. Immediately after you confirm downloading of the test file, your **AVG Internet Security 2014** will react to it with a warning. This notice demonstrates that AVG is correctly installed on your computer.



If AVG fails to identify the EICAR test file as a virus, you should check the program configuration again!

3.2.5. AVG default configuration

The default configuration (*i.e. how the application is set up right after installation*) of **AVG Internet Security 2014** is set by the software vendor so that all components and functions are tuned up to achieve optimum performance. ***Unless you have a real reason to do so, do not change the AVG configuration! Changes to settings should only be performed by an experienced user.*** If you want to change the AVG configuration to better suit your needs, go to AVG Advanced Settings: select the main menu item *Options/Advanced settings*, and edit the AVG configuration in the newly opened AVG Advanced Settings dialog.

3.3. AVG User Interface

AVG Internet Security 2014 opens with the main window:

The main window is divided into several sections:

- ***Upper line navigation*** consists of four active links lined up in the upper section of the main window *(Like AVG, Reports, Support, Options).* Details >>
- ***Security Status Info*** provides basic information on the current status of your **AVG Internet Security 2014**. Details >>
- ***Installed components overview*** can be found in a horizontal strip of blocks in the central section of the main window. The components are displayed as light green blocks labeled by the respective component icon, and provided with the information on the component status. Details >>
- ***Scan / Update quick links*** are placed in the lower line of blocks in the main window. These buttons allow an immediate access to the most important and most frequently used AVG functions. Details >>

Outside the main window of **AVG Internet Security 2014**, there is one more control element that you might use to access the application:

- ***System tray icon*** is located in the bottom right-hand corner of the monitor *(on the system tray),* and indicates the current status of **AVG Internet Security 2014**. Details >>

3.3.1. Upper Line Navigation

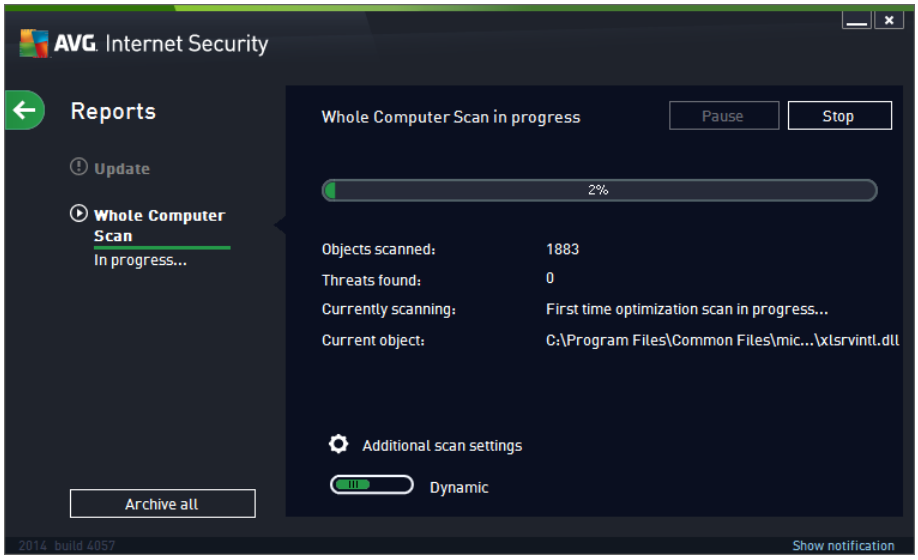
The ***Upper line navigation*** consists of several active links lined up in the upper section of the main window. The navigation includes the following buttons:

3.3.1.1. Join us on Facebook

Single click the link to get connected to the AVG Facebook community and to share the latest AVG information, news, tips and tricks for your maximum internet security.

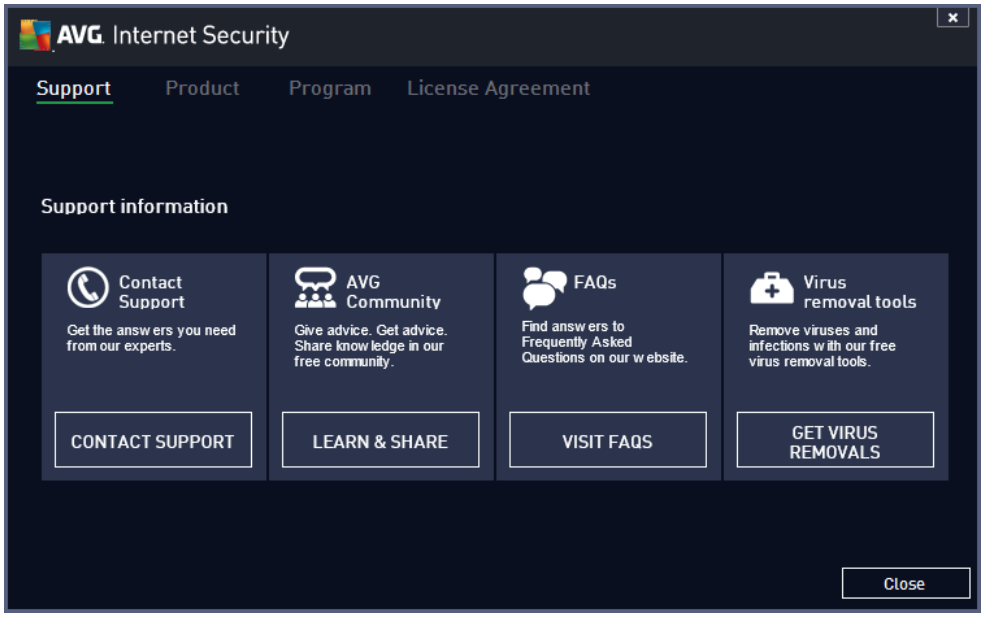
3.3.1.2. Reports

Opens a new ***Reports*** dialog with an overview of all relevant reports on previously launched scans and update processes. If the scan or update is currently running, a rotating circle will be displayed next to the ***Reports*** text in the upper navigation of the main user interface. Click this circle to get to the dialog depicting the progress of the running process:



3.3.1.3. Support

Opens a new dialog structured into four tabs where you can find all relevant information about **AVG Internet Security 2014**:



- ***Support*** - The tab provides a clearly arranged overview of all available contacts to customer support.
- ***Product*** - The tab provides an overview of the **AVG Internet Security 2014** most important technical data referring to product information, installed components, installed email protection, and system information.
- ***Program*** - On this tab you can find information on the program file version, and on the third parties code used in the product.
- ***License Agreement*** - The tab offers the full wording of the license agreement between you and AVG Technologies.

3.3.1.4. Options

The maintenance of **AVG Internet Security 2014** is accessible via the ***Options*** item. Click the arrow to open the roll-down menu:

- ***Scan computer*** launches a scan of the whole computer.
- ***Scan selected folder...*** - Switches to the AVG scanning interface and allows you to define within the tree structure of your computer which files and folders should be scanned.
- ***Scan file...*** - Allows you to run an on-demand test on a single specific file. Click this option to open a new window with the tree structure of your disk. Select the desired file, and confirm the scan launch.
- ***Update*** - Automatically launches the update process for **AVG Internet Security 2014**.
- ***Update from directory...*** - Runs the update process from the update files located in a specified folder on your local disk. However, this option is only recommended as an emergency, e.g. in situations where there is no connection to the Internet (for example, your computer is infected and disconnected from the Internet;

your computer is connected to a network with no access to the Internet, etc.). In the newly opened window select the folder where you have previously placed the update file, and launch the update process.

- ***Virus Vault*** - Opens the interface to the quarantine space, Virus Vault, to where AVG removes all detected infections. Inside this quarantine the infected files are isolated, your computer's security is guaranteed, and at the same time the infected files are stored for possible future repair.

- ***History*** - Offers further specific submenu options:

  - *Scan results* - Opens a dialog providing an overview of scanning results.

  - *Resident Shield Results* - Opens a dialog with an overview of threats detected by Resident Shield.

  - *Identity Protection Results* - Opens a dialog with an overview of threats detected by Identity component.

  - *Email Protection Results* - Opens a dialog with an overview of mail messages attachments detected as dangerous by the Email Protection component.

  - *Online Shield Results* - Opens a dialog with an overview of threats detected by Online Shield.

  - *Event history log* - Opens the history log interface with an overview of all logged **AVG Internet Security 2014** actions.

  - *Firewall log* - Opens a dialog with a detailed overview of all Firewall actions.

- ***Advanced settings...*** - Opens the AVG advanced settings dialog where you can edit the **AVG Internet Security 2014** configuration. Generally, it is recommended that you keep the default settings of the application as defined by the software vendor.

- ***Firewall settings...*** - Opens a standalone dialog for advanced configuration of the Firewall component.

- ***Help contents*** - Opens the AVG help files.

- ***Get support*** - Opens the support dialog providing all accessible contacts and support information.

- ***Your AVG Web*** - Opens the AVG website (*http://www.avg.com/*).

- ***About Viruses and Threats*** - Opens the online virus encyclopedia on AVG website (*http://www.avg.com/*) where you can look up detailed information on the identified virus.

- ***MyAccount*** - Connects to the registration page of the ***AVG MyAccount*** website (*http://www.avg.com/*). Create your AVG account so that you can easily maintain your registered AVG products and licenses, download new products, watch the status of your orders, or administer your personal data a passwords. Please fill in your registration data; only customers who register their AVG product can receive free technical support.

- ***About AVG*** - Opens a new dialog with four tabs providing data on your purchased license and accessible support, product and program information, and the full wording of the license agreement. *(The same dialog can be opened via the Support link of the main navigation.)*

3.3.2. Security Status Info

The ***Security Status Info*** section is located in the upper part of the **AVG Internet Security 2014** main window. Within this section you will always find information on the current security status of your **AVG Internet Security 2014**. Please see an overview of icons possibly depicted in this section, and their meaning:

- the green icon indicates that your ***AVG Internet Security 2014 is fully functional***. Your computer is completely protected, up-to-date, and all installed components are working properly.

- the yellow icon warns that ***one or more components are incorrectly configured*** and you should check their properties/settings. There is no critical problem in **AVG Internet Security 2014** and you have probably decided to switch a component off for some reason. You are still protected!. However, please pay attention to the problem component's settings! The incorrectly configured component will be displayed with a warning orange strip in the main user interface.

The yellow icon also appears if for some reason you have decided to ignore a component's error status. The ***Ignore error status*** option is accessible in the Advanced settings / Ignore error status branch. There you have the option to state you are aware of the component's error state but for some reason you wish to keep your **AVG Internet Security 2014** so and you do not want to be warned about it. You may need to use this option in a specific situation but it is strictly recommended that you switch the ***Ignore error status*** option off as soon as possible!

Alternatively, the yellow icon will also be displayed if your **AVG Internet Security 2014** requires a computer restart (***Restart needed***). Please pay attention to this warning and restart your PC.

- the orange icon indicates that ***AVG Internet Security 2014 is in a critical status***! One or more components do not work properly and **AVG Internet Security 2014** cannot protect your computer. Please pay immediate attention to fixing the reported problem! If you are not able to fix the error yourself, contact the AVG technical support team.

In case AVG Internet Security 2014 is not set to the optimum performance, a new button named Click to fix (alternatively Click to fix it all if the problem involves more than one component) appears next to the security status information. Press the button to launch an automatic process of checking and configuring the program. This is an easy way to set AVG Internet Security 2014 to the optimum performance and reach the maximum security level!

It is strongly recommended that you pay attention to ***Security Status Info*** and if the report indicates any problem, go ahead and try to solve it immediately. Otherwise your computer is at risk!

Note: *AVG Internet Security 2014 status information can also be obtained at any time from the system tray icon.*

3.3.3. Components Overview

Installed components overview can be found in a horizontal strip of blocks in the central section of the main window. The components are displayed as light green blocks labeled by the respective component icon. Each block provides information on the current status of protection. If the component is configured correctly and fully functional, the information is stated in green letters. If the component is stopped, its functionality is limited, or the component is in error state, you will be notified by a warning text displayed in an orange text field. ***It is strictly recommended that you pay attention to the respective component's settings!***

Move the mouse over the component to display a short text at the bottom of the main window. The text provides an elementary introduction to the component's functionality. Also, it informs on the component's current status, and

specifies which of the component's services is not configured correctly.

Installed components' list

Within the **AVG Internet Security 2014** the ***Components Overview*** section contains information on the following components:

- ***Computer*** - This components covers two services: ***AntiVirus Shield*** detects viruses, spyware, worms, trojans, unwanted executable files, or libraries within your system, and protects you from malicious adware, and ***Anti-Rootkit*** scans for dangerous rootkits hidden inside applications, drivers, or libraries. Details >>
- ***Web Browsing*** - Protects you from web-based attacks while you search and surf the Internet. Details >>
- ***Identity*** - The component runs the ***Identity Shield*** service that is constantly protecting your digital assets from new and unknown threats on the Internet. Details >>
- ***Emails*** - Checks your incoming email messages for SPAM, and blocks viruses, phishing attacks, or other threats. Details >>
- ***Firewall*** - Controls all communication on each network port, protecting you from malicious attacks and blocking all intrusion attempts. Details >>

Actions accessible

- ***Move mouse over any component's icon*** to highlight it within the components overview. At the same time, the component's basic functionality description appears in the bottom part of the user interface.
- ***Single-click component's icon*** to open the component's own interface with the information on the component's current status, and access to its configuration and statistical data.

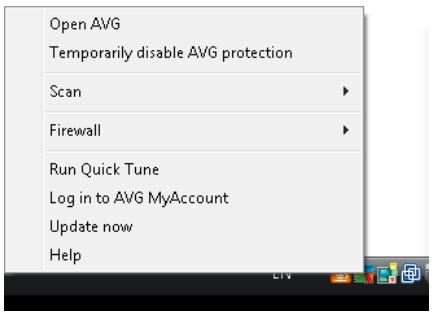
3.3.4. Scan / Update Quick Links

Quick links are located in the lower line of buttons in the **AVG Internet Security 2014** user interface. These links allow you to immediately access the most important and most frequently used features of the application, i.e. scanning and update. The quick links are accessible from all dialogs of the user interface:

- ***Scan now*** - The button is graphically divided into two sections. Follow the ***Scan now*** link to launch the Whole Computer Scan immediately, and watch its progress and results in the automatically opened Reports window. The ***Options*** button opens the ***Scan Options*** dialog where you can manage scheduled scans and edit parameters of the Whole Computer Scan / Scan of Specific Files or Folders. *(For details see chapter AVG Scanning)*
- ***Update now*** - Press the button to launch the product update immediately. You will be informed about the update results in the slide dialog over the AVG system tray icon. *(For details see chapter AVG Updates)*

3.3.5. System Tray Icon

The ***AVG System Tray Icon*** *(on your Windows taskbar, right-hand bottom corner of your monitor)* indicates the current status of your **AVG Internet Security 2014**. It is visible at all times in your system tray, no matter whether the user interface of your **AVG Internet Security 2014** is opened or closed:



AVG System Tray Icon display

- In full color with no added elements the icon indicates that all **AVG Internet Security 2014** components are active and fully functional. However, the icon can also be displayed this way in a situation when one of the components is not fully functional but the user has decided to ignore the component state. *(Having confirmed the ignore for component state option you express, you are aware of the component's error state but for some reason you wish to keep it so, and you do not want to be warned about the situation.)*

- The icon with an exclamation mark indicates that a component *(or even more components)* is in error state. Always pay attention to such a warning and try to remove the configuration issue for a component that is not set up properly. In order to be able to perform the changes in the component's configuration, double-click the system tray icon to open the application user interface. For detailed information on which components is in error state please consult the security status info section.

- The system tray icon can further be displayed in full color with a flashing and rotating beam of light. This graphic version signalizes a currently launched update process.

- The alternative display of a full color icon with an arrow means that one of the **AVG Internet Security 2014** scans is running now.

AVG System Tray Icon information

The ***AVG System Tray Icon*** also informs about current activities within your **AVG Internet Security 2014**, and on possible status changes in the program (*e.g. automatic launch of a scheduled scan or update, Firewall profile switch, a component's status change, error status occurrence, ...*) via a pop-up window opened from the system tray icon.

Actions accessible from AVG System Tray Icon

AVG System Tray Icon can also be used as a quick link to access the user interface of **AVG Internet Security 2014**; just double-click the icon. By right-click the icon you open a brief context menu with the following options:

- ***Open AVG*** - click to open the user interface of **AVG Internet Security 2014**.

- ***Temporarily disable AVG protection*** - the option allows you to switch off the entire protection secured by your **AVG Internet Security 2014** at once. Please remember that you should not use this option unless it is absolutely necessary! In most cases, it is not necessary to disable **AVG Internet Security 2014** before installing new software or drivers, not even if the installer or software wizard suggests that running programs and applications be shut down first to make sure there are no unwanted interruptions during the installation process. If you do have to temporarily disable **AVG Internet Security 2014**, you

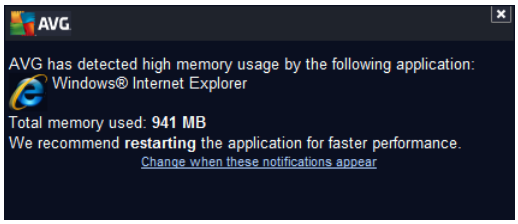
should re-enable it as soon as you're done. If you are connected to the Internet or a network during the time your antivirus software is disabled, your computer is vulnerable to attacks.

- ***Scan*** - click to open the context menu for predefined scans (*Whole Computer scan, and Scan Specific Files or Folders*) and select the required scan; it will be launched immediately.
- ***Firewall*** - click to open the context menu with a quick access to all available Firewall modes. Select from the overview and click to confirm you want to change the currently set up Firewall mode.
- ***Running scans ...*** - this item is displayed only if a scan is currently running on your computer. For this scan you can then set its priority, alternatively stop or pause the running scan. The following actions are also accessible: *Set priority for all scans, Pause all scans* or *Stop all scans*.
- ***Run Quick Tune*** - click to launch the Quick Tune component.
- ***Log in to AVG MyAccount*** - Opens the MyAccount homepage where you can manage your subscription products, purchase additional protection, download installation files, check your past orders and invoices, and manage your personal information.
- ***Update now*** - launches an immediate update.
- ***Help*** - opens the help file on the start page.

3.3.6. AVG Advisor

AVG Advisor has been designed to detect problems that might be slowing your computer down, or putting it at risk, and to recommend an action to solve the situation. If you see a sudden computer slowdown *(Internet browsing, overall performance)*, it is not usually obvious what exactly the culprit is, and subsequently, how to solve the problem. That is where ***AVG Advisor*** comes in: It will display a notification in the system tray informing you what the problem might be, and suggesting how to fix it. ***AVG Advisor*** keeps monitoring all running processes within your PC for possible issues, and offering tips on how to avoid the problem.

AVG Advisor is visible in the form of a sliding pop-up over the system tray:


AVG
AVG has detected high memory usage by the following application:
Windows® Internet Explorer
Total memory used: 941 MB
We recommend restarting the application for faster performance.
Change when these notifications appear

Specifically, ***AVG Advisor*** monitors the following:

- ***The state of any currently opened web browser***. Web browsers may overload the memory, especially if multiple tabs or windows have been opened for some time, and consume too much of system resources, i.e. slowing down your computer. In such situation, restarting the web browser usually helps.
- ***Running Peer-To-Peer connections***. After using the P2P protocol for sharing files, the connection can sometimes remain active, using up certain amount of your bandwidth. As a result, you can see web browsing slowdown.
- ***Unknown network with a familiar name***. This usually only applies to users who connect to various networks, typically with portable computers: If a new, unknown network has the same name as a well-

known, frequently used network *(e.g. Home or MyWifi)*, confusion can occur, and you can accidentally connect to a completely unknown and potentially unsafe network. ***AVG Advisor*** can prevent this by warning you that the known name actually represents a new network. Of course, if you decide that the unknown network is safe, you can save it to an ***AVG Advisor*** list of known networks so that it is not reported again in the future.

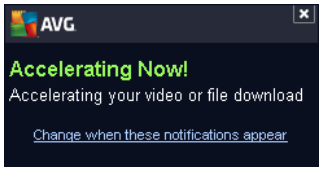
In each of these situation, ***AVG Advisor*** warns you of the possible problem that might occur, and it provides the name and icon of the conflicting process, or application. Also, ***AVG Advisor*** suggests what steps should be taken to avoid the possible problem.

Supported web browsers

The feature works with the following web browsers: Internet Explorer, Chrome, Firefox, Opera, Safari.

3.3.7. AVG Accelerator

AVG Accelerator allows smoother online video playback and makes additional downloads easier. When the video-acceleration process is in progress, you will be notified via the system tray pop-up window.



3.4. AVG Components

3.4.1. Computer Protection

The ***Computer*** component covers two main security services: ***AntiVirus*** and ***Data Safe***:

- ***AntiVirus*** consists of a scanning engine that guards all files, the system areas of the computer, and removable media *(flash disk etc.)* and scans for known viruses. Any detected virus will be blocked from taking any action, and will then be cleaned or quarantined in the Virus Vault. You do not even notice the process, as this so called resident protection runs "in the background". AntiVirus also uses heuristic scanning, where files are scanned for typical virus characteristics. This means that the AntiVirus can detect a new, unknown virus, if the new virus contains some typical characteristics of existing viruses. **AVG Internet Security 2014** is also able to analyze and detect executable applications or DLL libraries that could be potentially unwanted within the system *(various kinds of spyware, adware etc.)*. Furthermore, AntiVirus scans your system registry for suspicious entries, temporary Internet files, and allows you to treat all potentially harmful items in the same way as any other infection.

- ***Data Safe*** enables you to create secure virtual vaults to store valuable or sensitive data in. The contents of a Data Safe are encrypted and protected with a password of your choice so that nobody can access it without authorization.

Dialog controls

To switch between both sections of the dialog, you can simply click anywhere in the respective service panel. The panel then gets highlighted in a lighter shade of blue. In both sections of the dialog you can find the following controls. Their functionality is the same whether they belong to one security service or another *(AntiVirus or Data Safe)*:

Enabled / Disabled - The button may remind you of a traffic light, both in appearance and in functionality. Single click to switch between two positions. The green color stands for ***Enabled***, which means that the AntiVirus security service is active and fully functional. The red color represents the ***Disabled*** status, i.e. the service is deactivated. If you do not have a good reason to deactivate the service, we strictly recommend that you keep the default settings for all security configuration. The default settings guarantees the optimum performance of the application, and your maximum security. If for some reason you wish to deactivate the service, you will be warned about the possible risk immediately by the red ***Warning*** sign and the information that you are not fully protected at the moment. ***Please mind, that you should activate the service again as soon as possible!***

Settings - Click the button to get redirected to advanced settings interface. Precisely, the respective dialog opens and you will be able to configure the selected service, i.e. AntiVirus. In the advanced settings interface you can edit all configuration of each security service within **AVG Internet Security 2014** but any configuration can be recommended to experienced users only!

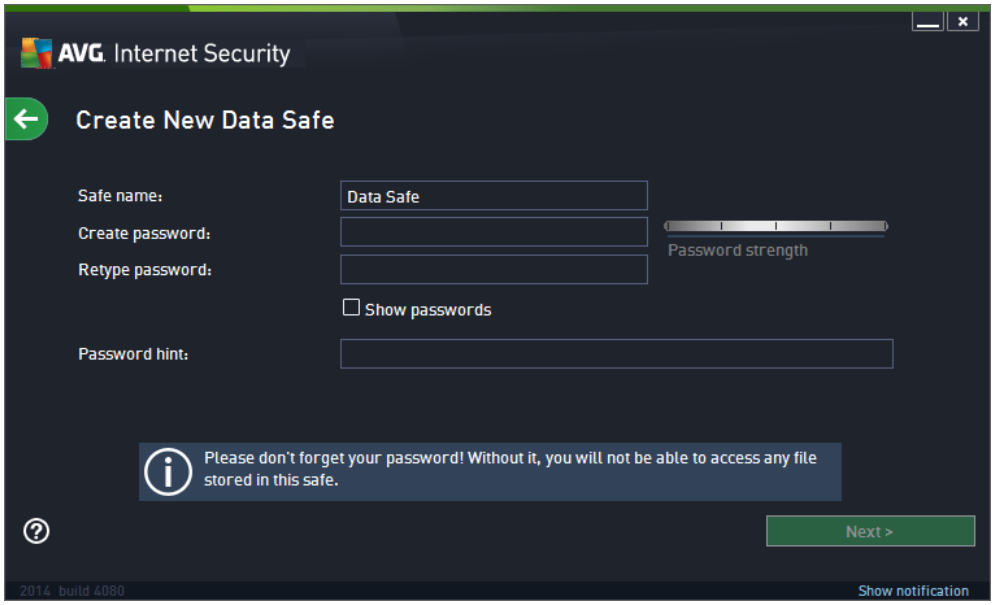
Statistics - Click the button to get redirected to the dedicated page on the AVG website (*http://www.avg.com/*). On this page you can find a detailed statistical overview of all **AVG Internet Security 2014** activities performed on your computer within a specified period of time and in total.

Details - Click the button, and a brief description of the highlighted service appears in the bottom part of th dialog.

- Use the green arrow in the upper left section of the dialog to get back to the main user interface with the components' overview.

How to create your data safe

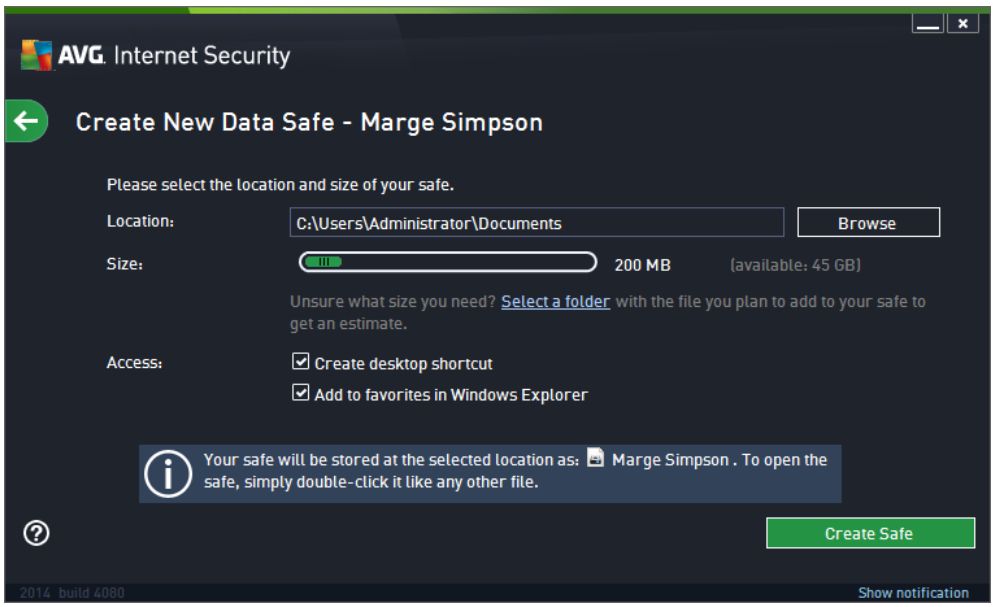
In the ***Data Safe*** section of the ***Computer Protection*** dialog you can find the ***Create Your Safe*** button. Click the button to open a new dialog of the same name where you can specify the parameters of your planned safe. Please fill in all necessary information, and follow the instructions in the application:



First, you have to specify your safe's name, and create a strong password:

- ***Safe name*** - To create a new data safe, you first need to choose a suitable safe name to recognize it. If you share the computer with other family members, you might want to include your name as well as indication of the safe contents, for example *Dad's emails*.
- ***Create password / Retype password*** - Create password for your data safe and type it in the respective text fields. The graphic indicator on the right will tell you if your password is weak *(relatively easy to break with special software tools)* or strong. We recommend choosing a password of at least medium strength. You can make your password stronger by including uppercase letters, numbers and other characters such as dots, dashes, etc. If you want to make sure that you type the password as intended, you can check the ***Show password*** box *(of course, nobody else should be looking at your screen)*.
- ***Password hint*** - We strongly recommend that you also create a helpful password hint that will remind you what your password is in case you forget. Remember that a Data Safe is designed to keep your files secure by only allowing access with the password; there are no workarounds for this, and if you forget the password, you will not be able to access your data safe!

Having specified all required data in the text fields, click the ***Next*** button to continue to the next step:

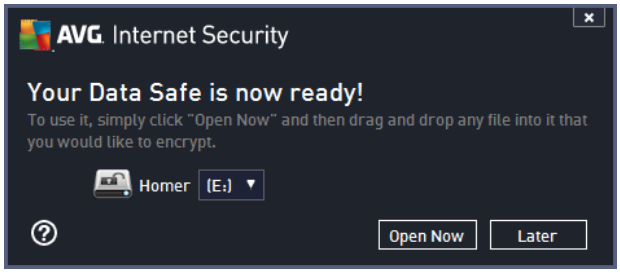

AVG Internet Security
Create New Data Safe - Marge Simpson
Please select the location and size of your safe.
Location:
C:\Users\Administrator\Documents
Browse
Size:
200 MB
(available: 45 GB)
Unsure what size you need? Select a folder with the file you plan to add to your safe to get an estimate.
Access:
Create desktop shortcut
Add to favorites in Windows Explorer
Your safe will be stored at the selected location as: Marge Simpson . To open the safe, simply double-click it like any other file.
Create Safe
2014 build 4080
Show notification

This dialog provides the following configuration options:

- ***Location*** states where the data safe will be physically placed. Browse for a suitable destination on your hard drive, or you can keep the predefined location, which is your *Documents* folder. Please note that once you create a data safe, you cannot change its location.
- ***Size*** - you can predefine the size of your data safe, which will allocate the necessary space on the disk. The value should be set to be neither too small *(not enough for your needs)*, nor too big *(taking up too much disk space uselessly)*. If you already know what you want to put in the data safe, you can place all the files in one folder and then use the ***Select a folder*** link to automatically calculate the total size. However, the size can be changed later on according to your needs.
- ***Access*** - the checkboxes in this section enable you to create convenient shortcuts to your data safe.

How to use your data safe

Once you are happy with the settings, click the ***Create Safe*** button. A new dialog ***Your Data Safe is now ready*** pops up announcing the safe is available for storing your files in. Right now the safe is open and you can access it immediately. With every next attempt to access the safe you will be invited to unlock the safe with the password you have defined:


AVG Internet Security
Your Data Safe is now ready!
To use it, simply click "Open Now" and then drag and drop any file into it that you would like to encrypt.
Homer (E:)
Open Now
Later

To use your new data safe, you need to open it first - click the ***Open Now*** button. Upon opening, the data safe appears in your computer as a new virtual disk. Please assign it a letter of your choice from the drop-down menu (*you will only be allowed to select from currently free disks*). Typically, you will not be allowed to choose C

(assigned usually to your hard drive), A *(floppy disk drive)*, or D *(DVD drive)*. Please note that each time you unlock a data safe, you can choose a different available drive letter.

How to unlock your data safe

With your next attempt to access the data safe you will be invited to unlock the safe with the password you have defined:

In the text field, please type your password to authorize yourself, and click the ***Unlock*** button. If you need help remembering the password, click ***Hint*** to display the password hint that you defined when creating the data safe. The new data safe will appear in the overview of your data safes as UNLOCKED, and you will be able to add/remove files in it as required.

3.4.2. Web Browsing Protection

The ***Web Browsing Protection*** consists of two services: ***LinkScanner Surf-Shield*** and ***Online Shield***:

- ***LinkScanner Surf-Shield*** protects you from the increasing number of 'here today, gone tomorrow' threats on the web. These threats can be hidden on any type of website, from governments to big, well-known brands to small businesses, and they rarely stick around on those sites for more than 24 hours. LinkScanner protects you by analyzing the web pages behind all the links on any web page you're viewing and making sure they're safe at the only time that matters - when you're about to click that link. ***LinkScanner Surf-Shield is not intended for server platforms protection!***

- ***Online Shield*** is a type of a real time resident protection; it scans the content of visited web pages (and possible files included in them) even before these are displayed in your web browser or downloaded to your computer. Online Shield detects that the page you are about to visit includes some dangerous javascript, and prevents the page from being displayed. Also, it recognizes malware contained in a page and stops its downloading immediately so that it never gets to your computer. This powerful protection will block malicious content of any web page you try to open, and prevent it from being downloaded to your computer. With this feature enabled, clicking a link or typing in a URL to a dangerous site will automatically block you from opening the web page thus protecting you from inadvertently being infected. It is important to remember that exploited web pages can infect your computer simply by visiting the affected site. ***Online Shield is not intended for server platforms protection!***

Dialog controls

To switch between both sections of the dialog, you can simply click anywhere in the respective service panel. The panel then gets highlighted in a lighter shade of blue. In both sections of the dialog you can find the following controls. Their functionality is the same whether they belong to one security service or another *(LinkScanner Surf-Shield or Online Shield)*:

Enabled / Disabled - The button may remind you of a traffic light, both in appearance and in functionality. Single click to switch between two positions. The green color stands for ***Enabled***, which means that the LinkScanner Surf-Shield / Online Shield security service is active and fully functional. The red color represents the ***Disabled*** status, i.e. the service is deactivated. If you do not have a good reason to deactivate the service, we strictly recommend that you keep the default settings for all security configuration. The default settings guarantees the optimum performance of the application, and your maximum security. If for some reason you wish to deactivate the service, you will be warned about the possible risk immediately by the red ***Warning*** sign and the information that you are not fully protected at the moment. ***Please mind, that you should activate the service again as soon as possible!***

Settings - Click the button to get redirected to advanced settings interface. Precisely, the respective dialog opens and you will be able to configure the selected service, i.e. LinkScanner Surf-Shield or Online Shield. In the advanced settings interface you can edit all configuration of each security service within **AVG Internet Security 2014** but any configuration can be recommended to experienced users only!

Details - Click the button, and a brief description of the highlighted service appears in the bottom part of th dialog.

- Use the green arrow in the upper left section of the dialog to get back to the main user interface with the components' overview.

3.4.3. Identity Protection

The ***Identity Protection*** component runs the ***Identity Shield*** service that is constantly protecting your digital assets from new and unknown threats on the Internet:

- ***Identity Protection*** is an anti-malware service that protects you from all kinds of malware (*spyware, bots, identity theft, ...*) using behavioral technologies and provide zero day protection for new viruses. Identity Protection is focused on preventing identity thieves from stealing your passwords, bank account details, credit card numbers and other personal digital valuables from all kinds of malicious software *(malware)* that target your PC. It makes sure that all programs running on your PC or in your shared network are operating correctly. Identity Protection spots and blocks suspicious behavior on a continuous basis and protects your computer from all new malware. Identity Protection gives your computer a realtime protection against new and even unknown threats. It monitors all *(including hidden)* processes and over 285 different behaviour patterns, and can determine if something malicious is happening within your system. For this reason, it can reveal threats not even yet described in the virus database. Whenever an unknown piece of code comes onto your computer, it is immediately watched for malicious behaviour, and tracked. If the file is found to be malicious, Identity Protection will remove the code into the Virus Vault and undo any changes that have been made to the system *(code injections, registry changes, ports opening etc)*. You do not need to initiate a scan to be protected. The technology is very proactive, rarely needs updating, and is always on guard.

Dialog controls

In the dialog, you can find the following controls:

Enabled / Disabled - The button may remind you of a traffic light, both in appearance and in functionality. Single click to switch between two positions. The green color stands for ***Enabled***, which means that the Identity Protection security service is active and fully functional. The red color represents the ***Disabled*** status, i.e. the service is deactivated. If you do not have a good reason to deactivate the service, we strictly recommend that you keep the default settings for all security configuration. The default settings guarantees the optimum performance of the application, and your maximum security. If for some reason you wish to deactivate the service, you will be warned about the possible risk immediately by the red ***Warning*** sign and the information that you are not fully protected at the moment. ***Please mind, that you should***

activate the service again as soon as possible!

Settings - Click the button to get redirected to advanced settings interface. Precisely, the respective dialog opens and you will be able to configure the selected service, i.e. Identity Protection. In the advanced settings interface you can edit all configuration of each security service within **AVG Internet Security 2014** but any configuration can be recommended to experienced users only!

Details - Click the button, and a brief description of the highlighted service appears in the bottom part of th dialog.

- Use the green arrow in the upper left section of the dialog to get back to the main user interface with the components' overview.

Unfortunately, in **AVG Internet Security 2014** the Identity Alert service is not included. If you like to use this type of protection, follow the ***Upgrade to Activate*** button to get redirected to the dedicated webpage where you can purchase the Identity Alert license.

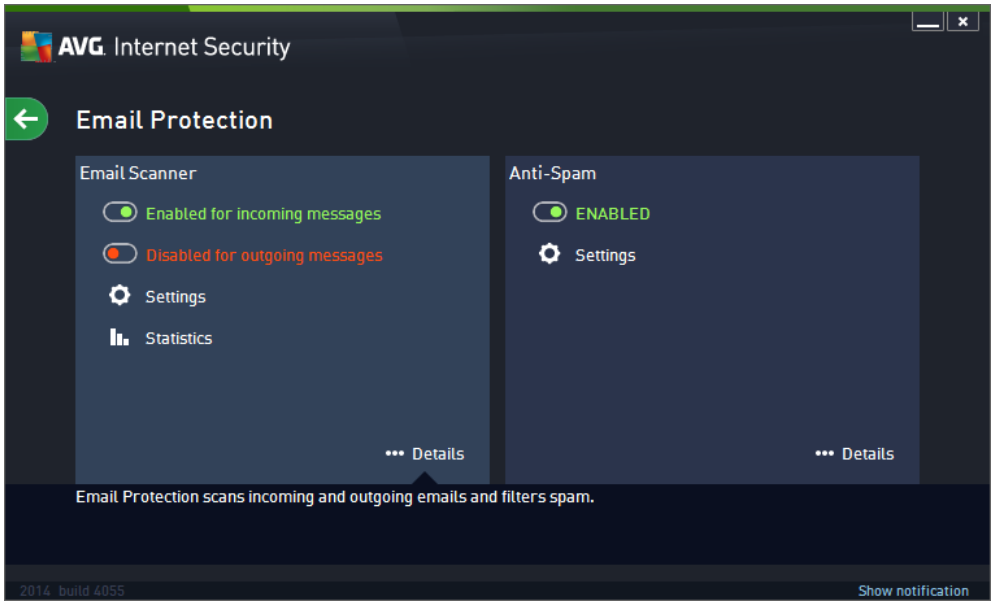
Please mind that even with the AVG Premium Security editions, the Identity Alert service is currently available in selected regions only: US, United Kingdom, Canada, and Ireland.

3.4.4. Email Protection

The ***Email Protection*** component covers the following two security services: ***Email Scanner*** and ***Anti-Spam***:

- ***Email Scanner***: One of the most common sources of viruses and trojans is via email. Phishing and spam make email an even greater source of risks. Free email accounts are more likely to receive such malicious emails *(as they rarely employ anti-spam technology)*, and home users rely quite heavily on such email. Also home users, surfing unknown sites and filling in online forms with personal data *(such as their email address)*, increase exposure to attacks via email. Companies usually use corporate email accounts and employ anti-spam filters etc, to reduce the risk. The Email Protection component is responsible for scanning every email message sent or received; whenever a virus is detected in an email, it is removed to the Virus Vault immediately. The component can also filter out certain types of email attachments, and add a certification text to infection-free messages. ***Email Scanner is not intended for server platforms!***

- ***Anti-Spam*** checks all incoming email messages and marks unwanted emails as spam *(Spam refers to unsolicited email, mostly advertising a product or service that is mass mailed to a huge number of email addresses at the same time, filling recipients' mail boxes. Spam does not refer to legitimate commercial email for which consumers have given their consent.)*. Anti-Spam can modify the subject of the email *(that has been identified as spam)* by adding a special text string. You can then easily filter your emails in your email client. The Anti-Spam component uses several analysis methods to process each email message, offering maximum possible protection from unwanted email messages. Anti-Spam uses a regularly updated database for the detection of spam. It is also possible to use RBL servers *(public databases of "known spammer" email addresses)* and to manually add email addresses to your Whitelist *(never mark as spam)* and Blacklist *(always mark as spam)*.



Dialog controls

To switch between both sections of the dialog, you can simply click anywhere in the respective service panel. The panel then gets highlighted in a lighter shade of blue. In both sections of the dialog you can find the following controls. Their functionality is the same whether they belong to one security service or another *(Email Scanner or Anti-Spam)*:

Enabled / Disabled - The button may remind you of a traffic light, both in appearance and in functionality. Single click to switch between two positions. The green color stands for ***Enabled***, which means that the security service is active and fully functional. The red color represents the ***Disabled*** status, i.e. the service is deactivated. If you do not have a good reason to deactivate the service, we strictly recommend that you keep the default settings for all security configuration. The default settings guarantees the optimum performance of the application, and your maximum security. If for some reason you wish to deactivate the service, you will be warned about the possible risk immediately by the red ***Warning*** sign and the information that you are not fully protected at the moment. ***Please mind, that you should activate the service again as soon as possible!***

Within the Email Scanner section you can see two of "traffic light" buttons. This way you can separately specify whether you want to have the Email Scanner checking the incoming, or outgoing messages, or both. By default, the scanning is on for incoming messages while off for outgoing mail where the risk of infection is rather low.

Settings - Click the button to get redirected to advanced settings interface. Precisely, the respective dialog opens and you will be able to configure the selected service, i.e. Email Scanner or Anti-Spam. In the advanced settings interface you can edit all configuration of each security service within **AVG Internet Security 2014** but any configuration can be recommended to experienced users only!

Statistics - Click the button to get redirected to the dedicated page on the AVG website (http://www.avg.com/). On this page you can find a detailed statistical overview of all **AVG Internet Security 2014** activities performed on your computer within a specified period of time and in total.

Details - Click the button, and a brief description of the highlighted service appears in the bottom part of

th dialog.

- Use the green arrow in the upper left section of the dialog to get back to the main user interface with the components' overview.

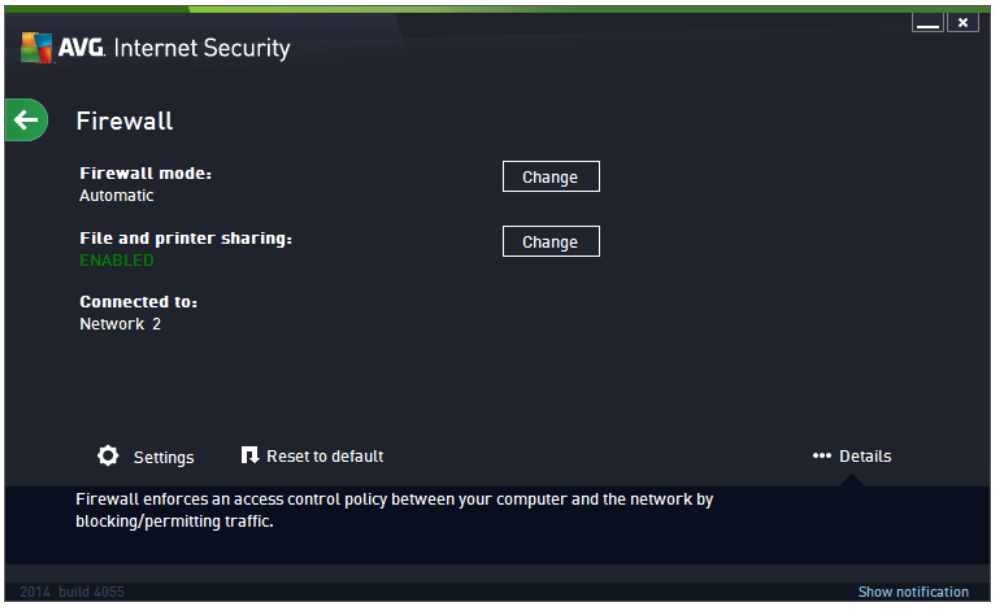
3.4.5. Firewall

Firewall is a system that enforces an access control policy between two or more networks by blocking/permitting traffic. The Firewall contains a set of rules that protect the internal network from attacks originating *outside (typically from the Internet)* and controls all communication on every single network port. The communication is evaluated according to the defined rules, and then either allowed or forbidden. If the Firewall recognizes any intrusion attempts, it "blocks" the attempt and does not allow the intruder access to the computer. Firewall is configured to allow or deny internal/external communication *(both ways, in and out)* through defined ports, and for defined software applications. For example, the firewall could be configured to only permit web data to flow in and out using Microsoft Explorer. Any attempt to transmit web data by any other browser would be blocked. It protects your personally-identifiable information from being sent from your computer without your permission. It controls how your computer exchanges data with other computers on the Internet or local network. Within an organization, Firewall also protects individual computers from attacks initiated by internal users on other computers in the network.

In **AVG Internet Security 2014**, the ***Firewall*** controls all traffic on every network port of your computer. Based on the defined rules, Firewall evaluates applications that are either running on your computer *(and want to connect to the Internet/local network)*, or applications that approach your computer from outside trying to connect to your PC. For each of these applications the Firewall then either allows or forbids the communication on the network ports. By default, if the application is unknown *(i.e. has no defined Firewall rules)*, the Firewall will ask you if you wish to allow or block the communication attempt.

AVG Firewall is not intended for server platforms protection!

Recommendation: *Generally it is not recommended that you use more than one firewall on an individual computer. The security of the computer is not enhanced if you install more firewalls. It is more probable that some conflicts between these two applications will occur. Therefore we recommend that you use only one firewall on your computer and deactivate all others, thus eliminating the risk of possible conflict and any problems related to this.*



Note: *After installation of your AVG Internet Security 2014 the Firewall component may require computer restart. In that case the component's dialog appears with the information that restart is needed. Directly in the dialog you will find the* ***Restart now*** *button. Until restarted, the Firewall component is not fully activated. Also, all editing option within the dialog will be disabled. Please pay attention to the warning and restart your PC as soon as possible!*

Available Firewall modes

Firewall allows you to define specific security rules based on whether your computer is located in a domain, is a standalone computer, or even a notebook. Each of these options requires a different level of protection, and the levels are covered by the respective modes. In short, a Firewall mode is a specific configuration of the Firewall component, and you can use a number of such predefined configurations.

- ***Automatic*** - In this mode, the Firewall handles all network traffic automatically. You will not be invited to make any decisions. Firewall will allow connection for each known application, and at the same time a rule will be created for the application specifying that the application can always connect in the future. For other applications, Firewall will decide whether the connection should be allowed or blocked based on the application's behavior. However, in such a situation the rule will not be created, and the application will be checked again when it tries to connect. The automatic mode is quite unobtrusive and recommended for most users.

- ***Interactive*** - this mode is handy if you want to fully control all network traffic to and from your computer. The Firewall will monitor it for you and notify you of each attempt to communicate or transfer data, enabling you to allow or block the attempt as you see fit. Recommended for advanced users only.

- ***Block Internet access*** - Internet connection is completely blocked, you cannot access the Internet and nobody from outside can access your computer. For special and short-time use only.

- ***Disable Firewall protection (not recommended)*** - disabling Firewall will enable all network traffic to and from your computer. Consequently, this will make it vulnerable to hacker attacks. Please always consider this option carefully.

Please note a specific automatic mode that is also available within Firewall. This mode is silently activated if either the Computer or Identity protection component gets turned off and your computer is therefore more vulnerable. In such cases, Firewall will only automatically allow known and absolutely safe applications. For all others, it will ask you for decision. This is to compensate for the deactivated protection components and to keep your computer safe.

Dialog controls

The dialog provides an overview of basic information on the Firewall component status:

- ***Firewall Mode*** - Provides information on the currently selected Firewall mode. Use the ***Change*** button located next to the provided information to switch to the Firewall settings interface if you want to change the current mode for another *(for description and recommendation on use of Firewall profiles please see the previous paragraph)*.

- ***Files and printer sharing*** - Informs whether the files and printers sharing *(in both directions)* is allowed at the moment. Files and printer sharing in fact means sharing any files or folders that you mark as "Shared" in Windows, common disk units, printers, scanners and all similar devices. Sharing such items is only desirable within networks that can be considered safe *(for example at home, at work or at school)*. However, if you are connected to a public network *(such as an airport Wi-Fi or an Internet café)*, you might not want to share anything.

- ***Connected to*** - Provides information on the name of the network that you are currently connected to. With

Window XP, the network name responds to the appellation you chose for the specific network when you first connected to it. With Windows Vista and higher, the network name is taken automatically from the Network and Sharing Center.

The dialog contains the following controls:

Change - The button allows you to change the status of a respective parameter. For details of the change process please see the description of specific parameters in the above paragraph.

Settings - Click the button to get redirected to Firewall settings interface where you can edit all Firewall configuration. Any configuration should be performed by experienced users only!

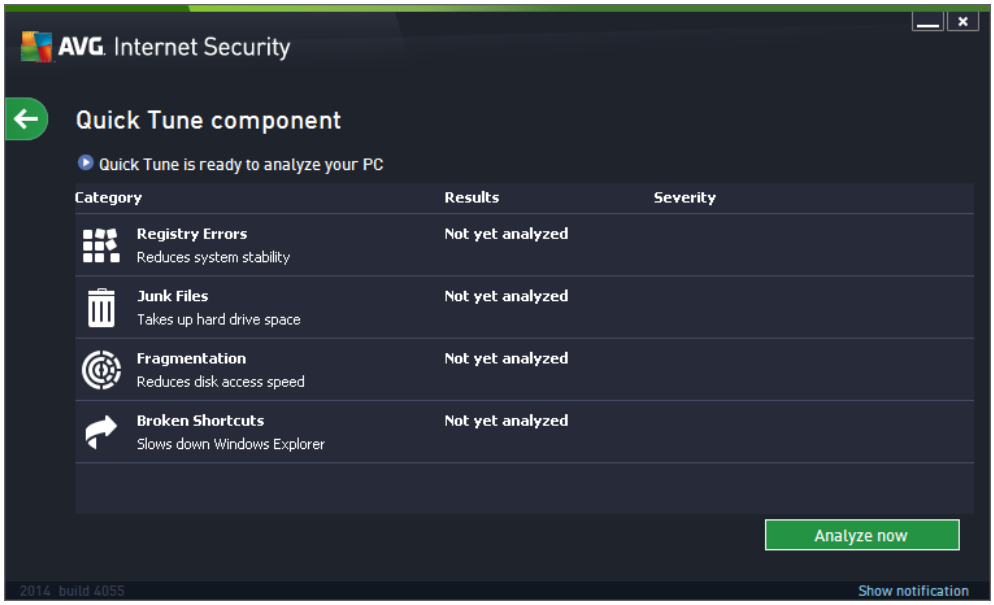
Reset to default - Press this button to overwrite the current Firewall configuration, and to revert to the default configuration based on automatic detection.

Details - Click the button, and a brief description of the highlighted service appears in the bottom part of th dialog.

- Use the green arrow in the upper left section of the dialog to get back to the main user interface with the components' overview.

3.4.6. Quick Tune component

The ***Quick Tune*** component is an advanced tool for detailed system analysis and correction for how the speed and overall performance of your computer might be improved. It opens from the main user interface via the ***Fix Performance*** item:



The following categories can be analyzed and fixed: registry errors, junk files, fragmentation, and broken shortcuts:

- ***Registry Errors*** will give you the number of errors in Windows Registry that might be slowing your computer down, or causing error messages to appear.

- ***Junk Files*** will give you the number of files that use up your disk space, and can most likely be deleted. Typically, these will be many kinds of temporary files, and files in the Recycle Bin.
- ***Fragmentation*** will calculate the percentage of your hard disk that is fragmented, i.e. used for a long time so that most files are now scattered over different parts of the physical disk.
- ***Broken Shortcuts*** will find shortcuts that no longer work, lead to non-existing locations etc.

To start the analysis of your system, press the ***Analyze now*** button. You will then be able to watch the analysis progress and its results directly in the chart:

The results overview provides the number of detected system problems classified according to the respective categories tested. The analysis results will also be displayed graphically on an axis in the ***Severity*** column.

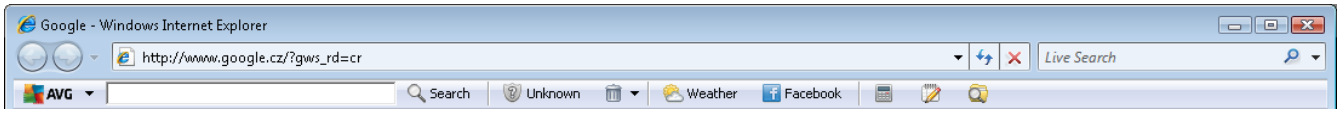
Control buttons

- ***Analyze now*** (*displayed before the analysis starts*) - press this button to launch the immediate analysis of your computer.
- ***Fix now*** *(displayed once the analysis is finished*) - press the button to fix all found errors. You will get an overview of the result as soon as the correction process is finished.
- ***Cancel*** - press this button to stop the running analysis, or to return to the default AVG main dialog (*components overview*) once the analysis is completed.

3.5. AVG Security Toolbar

AVG Security Toolbar is a tool that closely cooperates with the LinkScanner Surf-Shield service, and guards your maximum security while browsing the Internet. Within **AVG Internet Security 2014**, the installation of ***AVG Security Toolbar*** is optional; during the installation process you were invited to decide whether the component should be installed. ***AVG Security Toolbar*** is available directly in your Internet browser. At the moment, the supported Internet browsers are Internet Explorer (*version 6.0 and higher*), and/or Mozilla Firefox (*version 3.0 and higher*). No other browsers are supported *(in case you are using some alternative Internet browser, e.g Avant*

Browser, you may encounter unexpected behavior).



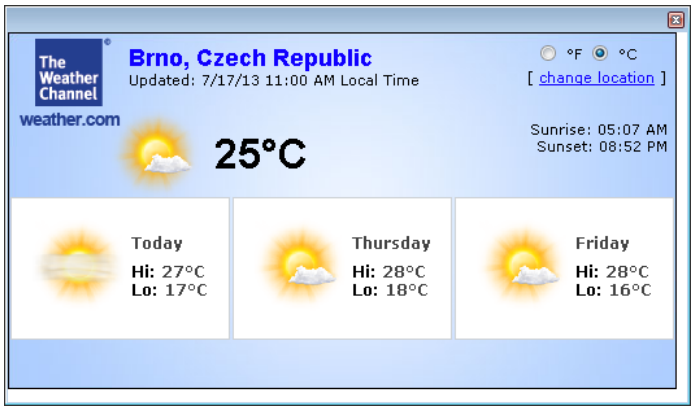
AVG Security Toolbar consists of the following items:

- ***AVG logo*** with the drop-down menu:
  - ***Current Threat Level*** - opens the virus lab web page with a graphical display of the current threat level on the web.
  - ***AVG Threat Labs*** - opens the specific ***AVG Threat Lab*** website *(at http://www.avgthreatlabs.com)* where you can find information on various websites security and the current threat level online.
  - ***Toolbar Help*** - opens the online help covering all ***AVG Security Toolbar*** functionality.
  - ***Submit Product feedback*** - opens a web page with a form that you can fill in and tell us how you feel about the ***AVG Security Toolbar***.
  - ***End User License Agreement*** - opens the AVG website at page providing the full wording of the license agreement related to use of your **AVG Internet Security 2014**.
  - ***Privacy Policy*** - opens the AVG website at page where you can find the the full wording of AVG Privacy Policy.
  - ***Uninstall AVG Security Toolbar*** - opens a web page providing a detailed description of how to deactivate the ***AVG Security Toolbar*** in each of the supported web browsers.
  - ***About...*** - opens a new window with the information on the currently installed ***AVG Security Toolbar*** version.
- ***Search field*** - search the Internet using the ***AVG Security Toolbar*** to be absolutely secure and comfortable since all displayed search results are hundred percent safe. Fill in the keyword or a phrase into the search field, and press the ***Search*** button *(or Enter)*.
- ***Site Safety*** - this button opens a new dialog providing information on the current threat level (*Safe*) of the page you are just visiting. This brief overview can be expanded, and displayed with full details of all security activities related to the page right within the browser window (*Full Website Report*):

- ***Do Not Track*** - the DNT service helps you identify websites that are collecting data about your online activities, and gives you the choice to allow or disallow it. Details >>

- ***Delete*** - the 'trash bin' button offers a roll down menu where you can select whether you want to delete information on your browsing, downloads, online forms, or delete all of your search history at once.

- ***Weather*** - the button opens a new dialog providing information on the current weather in your location, and the weather forecast for the next two days. This information is updated regularly, every 3-6 hours. In the dialog, you can change the desired location manually, and decide whether you want to see the temperature info in Celsius or Fahrenheit.



- ***Facebook*** - This buttons allows you connect to the Facebook social network directly from within the ***AVG Security Toolbar***.

- Shortcut buttons for quick access to these applications: ***Calculator***, ***Notepad***, ***Windows Explorer***.

3.6. AVG Do Not Track

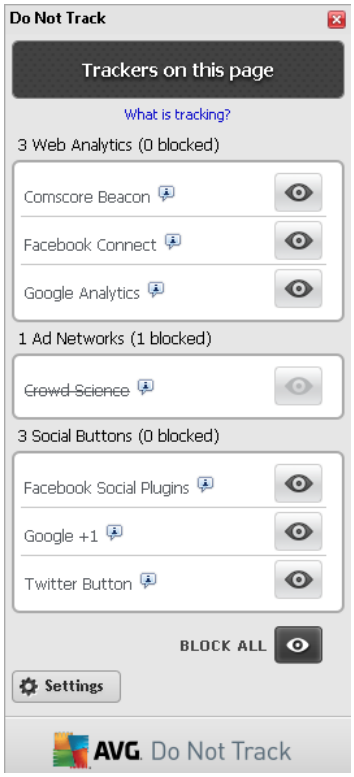
AVG Do Not Track helps you identify websites that are collecting data about your online activities. The ***AVG Do Not Track*** that is a part a AVG Security Toolbar shows the websites or advertisers collecting data about your activity and gives you the choice to allow or disallow it.

- ***AVG Do Not Track*** provides you with additional information about privacy policy of each respective service as well as a direct link to Opt-out from the service, if that is available.
- In addition, ***AVG Do Not Track*** supports the W3C DNT protocol to automatically notify sites that you don't want to be tracked. This notification is enabled by default, but can be changed at any time.
- ***AVG Do Not Track*** is provided under these terms and conditions.
- ***AVG Do Not Track*** is enabled by default, but can be easily disabled at any time. Instructions can be found in the FAQ article Disabling the AVG Do Not Track feature.
- For more information on ***AVG Do Not Track***, please visit our website.

Currently, the ***AVG Do Not Track*** functionality is supported in Mozilla Firefox, Chrome, and Internet Explorer browsers.

3.6.1. AVG Do Not Track interface

While online, ***AVG Do Not Track*** warns you as soon as any kind of data collection activity is detected. In such a case, the ***AVG Do Not Track*** icon located at the AVG Security Toolbar changes its look; a small number appears by the icon providing information on a number of detected data collection services: Click the icon to see the following dialog:



All detected data collection services are listed in the ***Trackers on this page*** overview. There are three types of data collection activities recognized by ***AVG Do Not Track***:

- ***Web Analytics*** *(allowed by default):* Services used to improve the performance and experience of the respective website. In this category you can find services as Google Analytics, Omniture, or Yahoo Analytics. We recommend not to block web analytics services, as the website might not work as intended.
- ***Ad Networks*** *(some blocked by default):* Services that collect or share data about your online activity on multiple sites, either directly or indirectly, to offer you personalized Ads unlike of content-based Ads. This is determined based on the privacy policy of each Ad network as available on their website. Some ad networks are blocked by default.
- ***Social Buttons*** *(allowed by default):* Elements designed for improving the social-networking experience. Social buttons are served from the social networks to the site you are visiting. They can collect data about your online activity while you are logged-in. Examples of Social buttons include: Facebook Social Plugins, Twitter Button, Google +1.

Note: *Depending on what services are running in the background of the website, some of the three above described sections might not appear in the AVG Do Not Track dialog.*

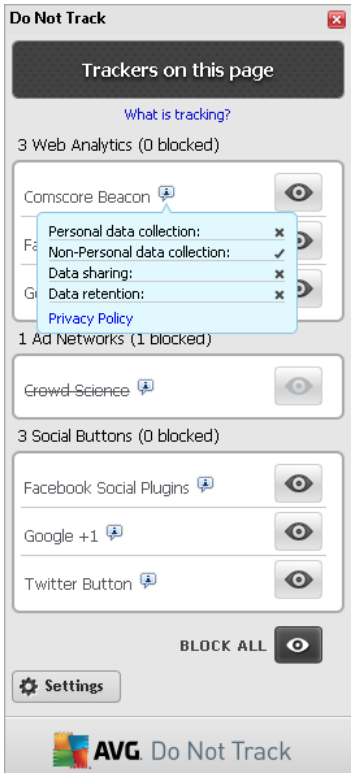
Dialog controls

- ***What is tracking?*** - Click this link in the upper section of the dialog to get redirected to the dedicated webpage providing detailed explanation on the tracking principles, and description of specific tracking types.
- ***Block All*** - Click the button located in the bottom section of the dialog to to say you do not wish any data collection activity at all *(for details see chapter Blocking tracking processes).*

- ***Do Not Track settings*** - Click this button in the bottom section of the dialog to get redirected to the dedicated webpage where you can set the specific configuration of various ***AVG Do Not Track*** parameters *(see the AVG Do Not Track settings chapter for detailed information)*

3.6.2. Information on tracking processes

The list of detected data collection services provides just the name of the specific service. To make a conversant decision about whether the respective service should be blocked or allowed, you may need to know more. Move your mouse over the respective list item. An information bubble appears providing detailed data on the service. You will learn whether the service collects personal data, or other data available; whether the data are being shared with other third party subjects, and whether the collected data are being filed for possible further use:



In the lower section of the information bubble you can see the ***Privacy Policy*** hyperlink that redirects you to the website dedicated to privacy policy of the respective detected service.

3.6.3. Blocking tracking processes

With the lists of all Ad Networks / Social Buttons / Web Analytics you have now the option to control which services should be blocked. You can go two ways:

- ***Block All*** - Click this button located in the bottom section of the dialog to to say you do not wish any data collection activity at all. *(However, please keep in mind that this action may break functionality in the respective webpage where the service is running!)*

- - If you do not want to block all the detected services at once, you can specify whether the service should be allowed or blocked individually. You may allow running of some of the detected systems *(e.g. Web Analytics):* these systems use the collected data for their own website optimization, and this way they help to improve the common Internet environment for all users. However, at the same time you may

block the data collection activities of all processes classified as Ad Networks. Just click the icon next to the respective service to block the data collection *(the process name will appear as crossed out)*, or to allow the data collection again.

3.6.4. AVG Do Not Track settings

The ***Do Not Track Options*** dialog offers the following configuration options:

- ***Do Not Track is enabled*** - By default, the DNT service is active *(switch ON)*. To disable the service, move the switch to the OFF position.

- In the central section of the dialog you can see a box with a list of known data collection services that can be classified as Ad Networks. By default, ***Do Not Track*** blocks some of Ad Networks automatically and it remains up to your decision whether the rest should be blocked as well, or left allowed. To do so, just click the ***Block All*** button under the list. Or, you may use the ***Default*** button to cancel all performed settings changes, and to return to the original configuration.

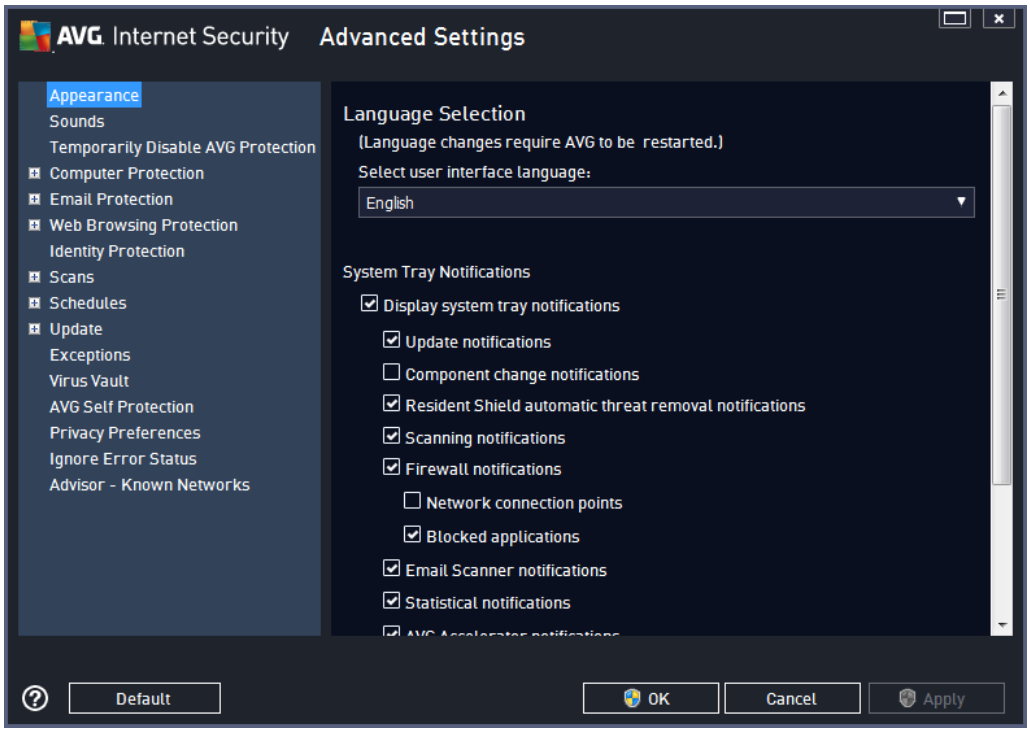
- ***Notify web sites ...*** - In this section you can switch on/off the ***Notify web sites that I do not want to be tracked*** option *(on by default).* Keep this option marked to confirm that you want ***Do Not Track*** to inform the provider of a detected data collection service that you do not want to be tracked.

3.7. AVG Advanced Settings

The advanced configuration dialog of **AVG Internet Security 2014** opens in a new window named ***Advanced AVG Settings***. The window is divided into two sections: the left part offers a tree-arranged navigation to the program configuration options. Select the component for which you want to change the configuration (*or its specific part*) to open the editing dialog in the right-hand section of the window.

3.7.1. Appearance

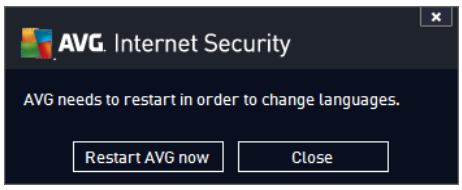
The first item of the navigation tree, ***Appearance***, refers to the general settings of the **AVG Internet Security 2014** user interface, and provides a few elementary options of the application's behavior:



Language selection

In the ***Language selection*** section you can chose your desired language from the drop-down menu. The selected language will then be used for the entire **AVG Internet Security 2014** user interface. The drop-down menu only offers those languages you have previously selected to be installed during the installation process plus English (*English is always installed automatically, by default*). To finish switching your **AVG Internet Security 2014** to another language you have to restart the application. Please follow these steps:

- In the drop-down menu, select the desired language of the application
- Confirm your selection by pressing the ***Apply*** button *(right-hand bottom corner of the dialog)*
- Press the ***OK*** button confirm
- A new dialog pops-up informing you that in order to change the language of the application, you need to restart your **AVG Internet Security 2014**
- Press the ***Restart AVG now*** button to agree with the program restart, and wait a second for the language change to take effect:



System tray notifications

Within this section you can suppress displaying system tray notifications on the status of the **AVG Internet Security 2014** application. By default, the system notifications are allowed to be displayed. It is highly recommended that you keep this configuration! System notifications provide information for example on launching the scanning or updating process, or on status changes of a **AVG Internet Security 2014** component. You should certainly pay attention to these notifications!

However, if for some reason you decide that you do not wish to be informed in this way, or that you would like only certain notifications *(related to a specific AVG Internet Security 2014 component)* to be displayed, you can define and specify your preferences by checking/unchecking the following options:

- ***Display system tray notifications*** *(on, by default)* - by default, all notifications are displayed. Uncheck this item to completely turn off the display of all system notifications. When turned on, you can further select what specific notifications should be displayed:
    - ***Update notifications*** *(on, by default)* - decide whether information regarding the **AVG Internet Security 2014** update process launch, progress, and finalization should be displayed.
    - ***Component change notifications*** *(off, by default)* - decide whether information regarding the component's activity/inactivity, or its potential problem should be displayed. When reporting a component's fault status, this option is equivalent to the informative function of the system tray icon reporting a problem in any **AVG Internet Security 2014** component.
    - ***Resident Shield automatic threat removal notifications*** *(on, by default)* - decide whether information regarding file saving, copying, and opening processes should be displayed or suppressed (*this configuration only appears if the Resident Shield auto-heal option is on*).
    - ***Scanning notifications*** *(on, by default)* - decide whether information upon automatic launch of the scheduled scan, its progress, and results should be displayed.
    - ***Firewall notifications*** *(on, by default)* - decide whether information concerning Firewall status and processes, e.g. component's activation/deactivation warnings, possible traffic blocking etc. should be displayed. This item provides two more specific selection options *(for detailed explanations of each of them please consult the Firewall chapter of this document)*:
        - ***Network connection points*** *(off, by default)* - when connecting to a network, Firewall informs whether it knows the network and how file and printer sharing will be set.
        - ***Blocked applications*** *(on, by default)* - when an unknown or suspicious application is trying to connect to a network, Firewall blocks the attempt and displays a notification. This is useful to keep you informed, therefore we recommend to always keep the feature turned on.
    - ***Email Scanner notifications*** *(on, by default)* - decide whether information on scanning of all incoming and outgoing email messages should be displayed.

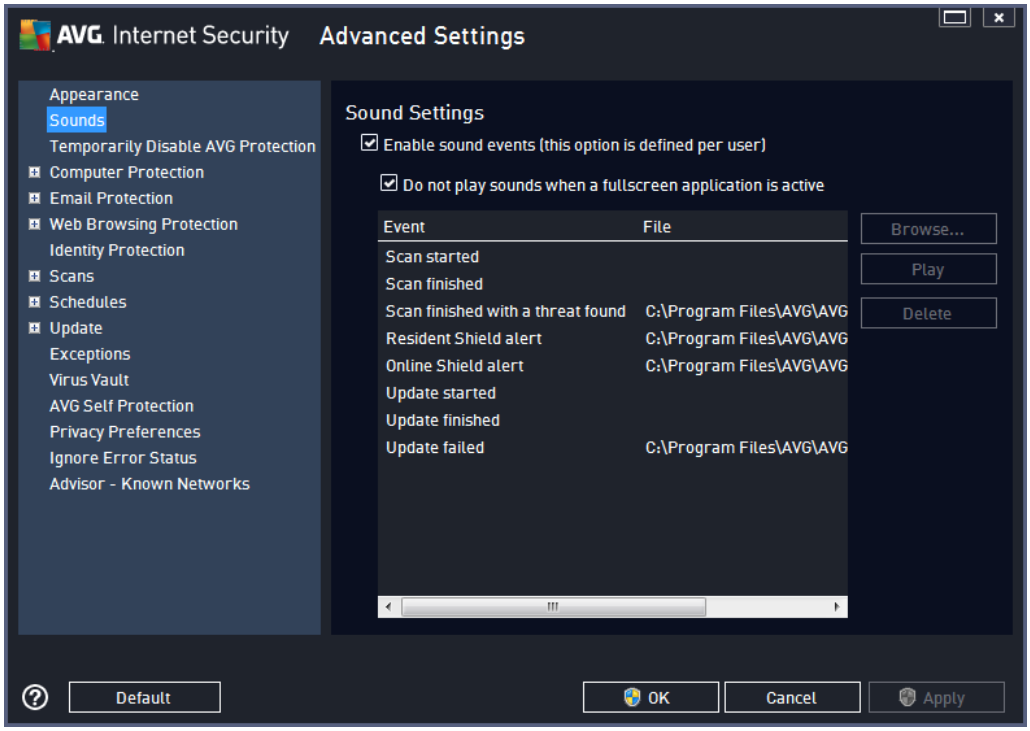
- ***Statistical notifications*** *(on, by default)* - keep the option checked to allow regular statistical review notification to be displayed in the system tray.
- ***AVG Accelerator notifications*** *(on, by default)* - decide whether information on ***AVG Accelerator*** activities should be displayed. The ***AVG Accelerator*** service allows smoother online video playback and makes additional downloads easier.
- ***Boot time improvement notifications*** *(off, by default)* - decide whether you wish to be informed about your computer boot time acceleration.
- ***AVG Advisor notifications*** *(on, by default)* - decide whether information upon AVG Advisor activities should be displayed in the slide panel on the system tray.

Gaming mode

This AVG function is designed for full-screen applications where any AVG information balloons (*displayed e.g. when a scheduled scan is started*) would be disturbing (*they could minimize the application or corrupt its graphics*). To avoid this situation, keep the checkbox for the ***Enable gaming mode when a full-screen application is executed*** option marked (*default setting*).

3.7.2. Sounds

Within the ***Sound Settings*** dialog you can specify whether you want to be informed about specific **AVG Internet Security 2014** actions by a sound notification:



The settings are only valid for the current user account. That means, each user on the computer can have their own sound settings. If you want to allow the sound notification, keep the ***Enable sound events*** option checked (*the option is on, by default*) to activate the list of all relevant actions. You may also want to check the ***Do not play sounds when full screen application is active*** option to suppress the sound notification in situations when it

might be disturbing *(see also the Gaming mode section of the Advanced settings/Appearance chapter in this document)*.

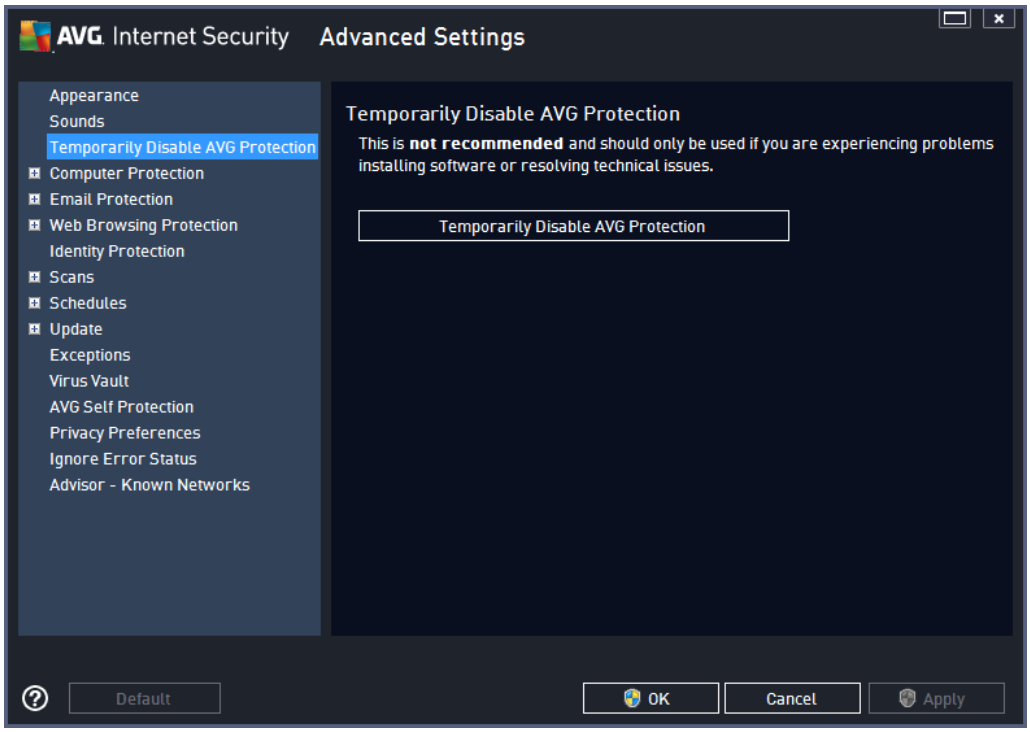
Control buttons

- ***Browse...*** - having selected the respective event from the list, use the ***Browse*** button to search your disk for the desired sound file you want to assign to it. *(Please note that only *.wav sounds are supported at the moment!)*
- ***Play*** - to listen to the selected sound, highlight the event in the list and push the ***Play*** button.
- ***Delete*** - use the ***Delete*** button to remove the sound assigned to a specific event.

3.7.3. Temporarily disable AVG protection

In the ***Temporarily disable AVG protection*** dialog you have the option of switching off the entire protection secured by your **AVG Internet Security 2014** at once.

Please remember that you should not use this option unless it is absolutely necessary!



In most cases, it is ***not necessary*** to disable **AVG Internet Security 2014** before installing new software or drivers, not even if the installer or software wizard suggests that running programs and applications be shut down first to make sure there are no unwanted interruptions during the installation process. Should you really experience problems during installation, try to deactivate the resident protection *(in the linked dialog, uncheck the **Enable Resident Shield** item)* first. If you do have to temporarily disable **AVG Internet Security 2014**, you should re-enable it as soon as you're done. If you are connected to the Internet or a network when your antivirus software is disabled, your computer is vulnerable to attacks.

How to disable AVG protection

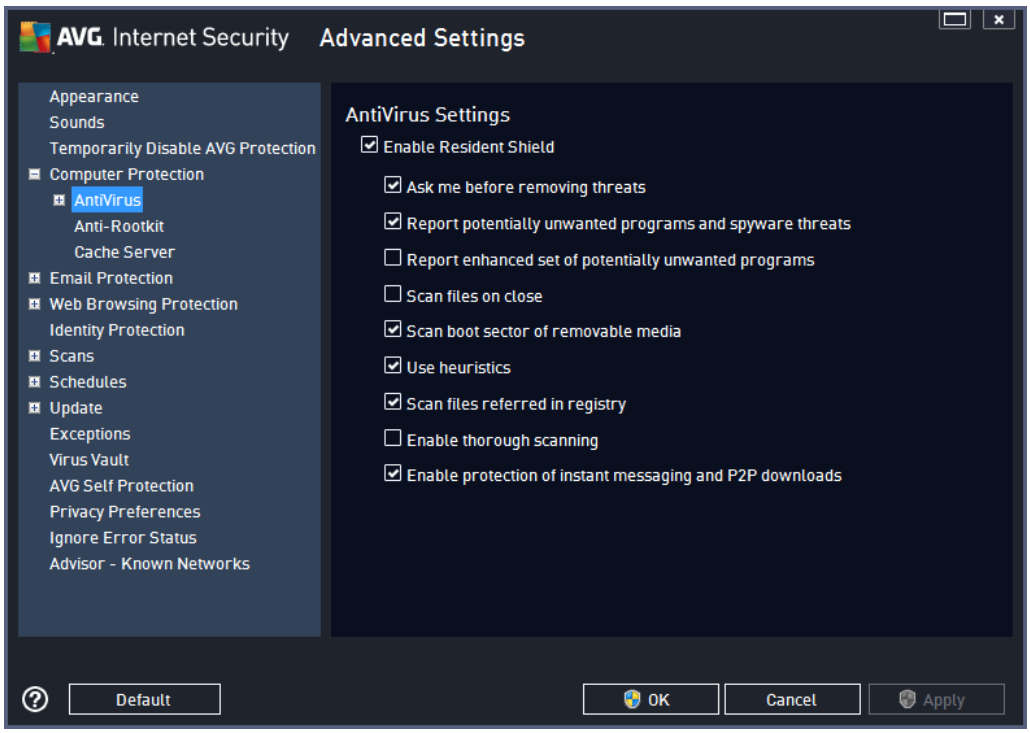
Tick the ***Temporarily disable AVG protection*** checkbox, and confirm your choice by pressing the ***Apply*** button. In the newly open ***Temporarily disable AVG protection*** dialog specify for how long you wish to disable your **AVG Internet Security 2014**. By default, the protection will be turned off for 10 minutes which should be sufficient for any common task such as installing new software etc. You can decide for a longer time period, however this option is not recommended if not absolutely necessary. Afterwards, all deactivated components will be automatically activated again. At most, you can disable the AVG protection till the next computer restart. A separate option of switching off the ***Firewall*** component is present in the ***Temporarily disable AVG protection*** dialog. Tick the ***Disable Firewall protection*** to do so.

AVG. Internet Security
Temporarily Disable AVG Protection
Warning:
Disabling AVG protection will leave your computer vulnerable to threats. (You can re-enable AVG protection at any time by right-clicking the AVG tray icon and selecting "Enable AVG protection").
Disable AVG for:
10 minutes
Disable Firewall protection
OK
Cancel

3.7.4. Computer Protection

3.7.4.1. AntiVirus

AntiVirus together with ***Resident Shield*** protect your computer continuously from all known types of viruses, spyware, and malware in general *(including so-called sleeping and non-active malware, i.e. malware that has been downloaded but not yet activated)*.



In the ***Resident Shield Settings*** dialog you can activate or deactivate the resident protection completely by checking or unchecking the ***Enable Resident Shield*** item (*this option is switched on by default*). In addition, you can select which features of the resident protection should be activated:

- ***Ask me before removing threats*** (*on by default*) - check to ensure that the Resident Shield will not perform any action automatically; instead it will display a dialog describing the detected threat, allowing you to decide what should be done. If you leave the box unchecked, **AVG Internet Security 2014** will automatically heal the infection, and if this is not possible, the object will be moved into the Virus Vault.

- ***Report Potentially Unwanted Programs and Spyware threats*** (*on by default*) - check to activate scanning for spyware as well as for viruses. Spyware represents a questionable malware category: even though it usually represents a security risk, some of these programs can be installed intentionally. We recommend that you keep this feature activated as it increases your computer's security.

- ***Report enhanced set of Potentially Unwanted Programs*** (*off by default*) - mark to detect extended packages of spyware: programs that are perfectly ok and harmless when acquired from the manufacturer directly, but can be misused for malicious purposes later. This is an additional measure that increases your computer's security even more, however it can possibly block legal programs, and is therefore switched off by default.

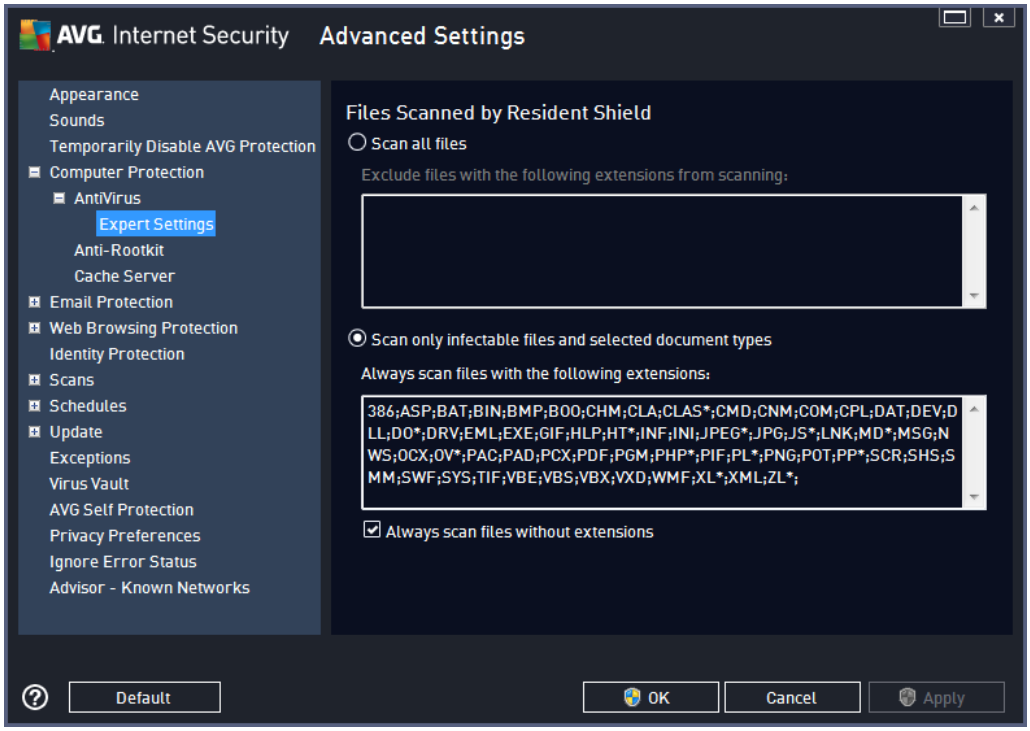
- ***Scan files on close*** (*off by default*) - on-close scanning ensures that AVG scans active objects (e.g. applications, documents ...) when they are being opened, and also when they are being closed; this feature helps to protect your computer against some types of sophisticated virus.

- ***Scan boot sector of removable media*** (*on by default*) - check to scan boot sectors of any inserted USB flash disks, external disk drives and other removable media for threats.

- ***Use Heuristics*** (*on by default*) - heuristic analysis will be used for detection (*dynamic emulation of the scanned object's instructions in a virtual computer environment*).

- ***Scan files referred in registry*** (*on by default*) - this parameter defines that AVG will scan all executable files added to the startup registry to avoid a known infection being executed upon next computer startup.
- ***Enable thorough scanning*** (*off by default*) - in specific situations (*in a state of extreme emergency*) you may check this option to activate the most thorough algorithms that will check all possibly threatening objects in-depth. Remember though that this method is rather time consuming.
- ***Enable Instant Messaging protection and P2P download protection*** (*on by default*) - check this item if you wish to verify that the instant messaging communication (*e.g. AIM, Yahoo!, ICQ, Skype, MSN Messenger, ...*) and data downloaded within Peer-to-Peer networks *(networks allowing direct connection between clients, without a server, which is potentially dangerous; typically used to share music files)* are virus free.

In the ***Files Scanned by the Resident Shield*** dialog it is possible to configure which files will be scanned (*by specific extensions*):

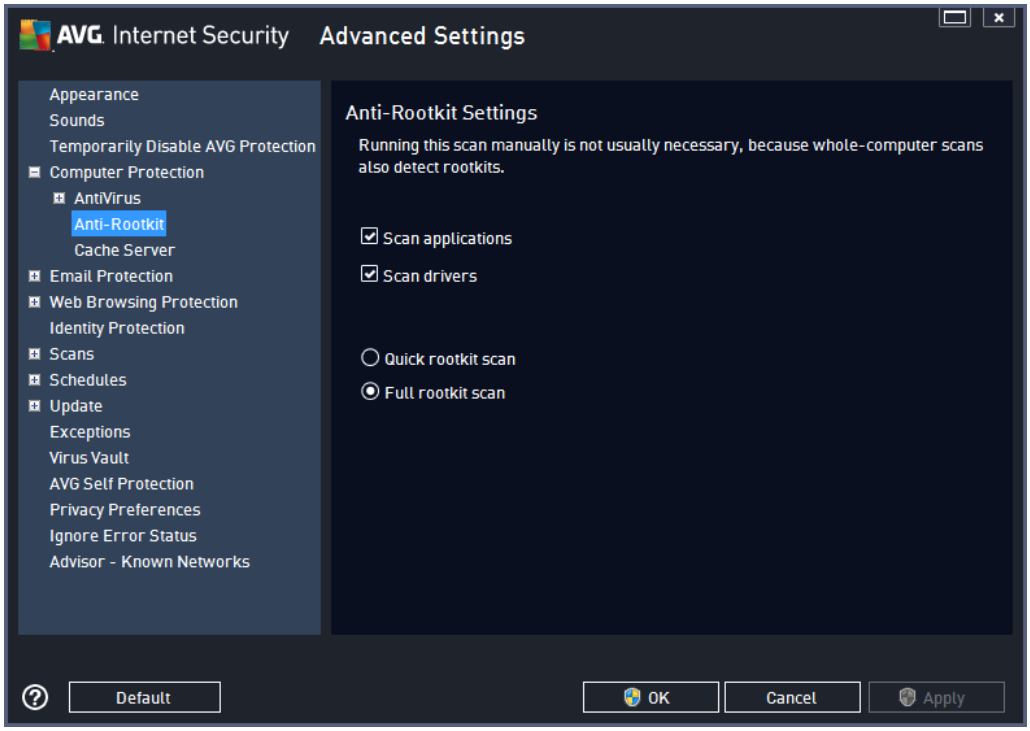


Mark the respective checkbox to decide whether you want to ***Scan all files*** or ***Scan infectable files and selected types of documents*** only. To speed up the scanning and provide the maximum level of protection at the same time, we recommend that you keep the default settings. This way only infectable files will be scanned. In the respective section of the dialog you can also find an editable a list of extensions defining files that are included in scanning.

Check the ***Always scan files without extensions*** (*on by default*) to ensure that even files with no extension and unknown format should be scanned by the Resident Shield. We recommend that you keep this feature switched on, as files without extensions are suspicious.

3.7.4.2. Anti-Rootkit

In the ***Anti-Rootkit Settings*** dialog you can edit the ***Anti-Rootkit*** service configuration and specific parameters of anti-rootkit scanning. The anti-rootkit scanning is a default process included in the Whole Computer Scan:

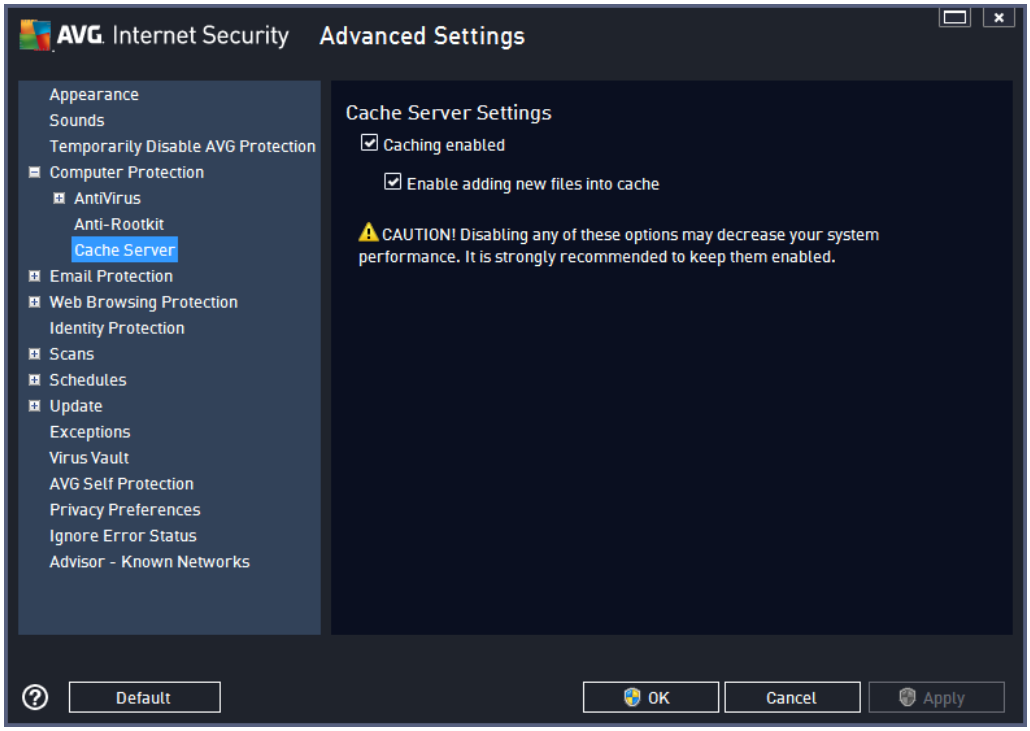


Scan applications and ***Scan drivers*** enable you to specify in detail what should be included in anti-rootkit scanning. These settings are intended for advanced users; we recommend that you keep all options switched on. You can also pick the rootkit scanning mode:

- ***Quick rootkit scan*** - scans all running processes, loaded drivers and the system folder (*typically c:\Windows*)
- ***Full rootkit scan*** - scans all running processes, loaded drivers, the system folder (*typically c:\Windows*), plus all local disks (*including the flash disk, but excluding floppy disk/CD drives*)

3.7.4.3. Cache Server

The ***Cache Server Settings*** dialog refers to the cache server process designed to speed up all types of **AVG Internet Security 2014** scans:



The cache server gathers and keeps information on trustworthy files (*a files is considered trustworthy if signed with digital signature on a trustworthy source*). These files are then automatically considered to be safe, and do not need to be re-scanned; therefore these files are skipped during scanning.

The ***Cache Server Settings*** dialog offers the following options for configuration:

- ***Caching enabled*** (*on by default*) - uncheck the box to switch off the ***Cache Server***, and empty the cache memory. Please note that scanning might slow down, and overall performance of your computer decrease, as every single file in use will be scanned for viruses and spyware first.
- ***Enable adding new files into cache*** (*on by default*) - uncheck the box to stop adding more files into the cache memory. Any already cached files will be kept and used until caching is turned off completely, or until the next update of the virus database.

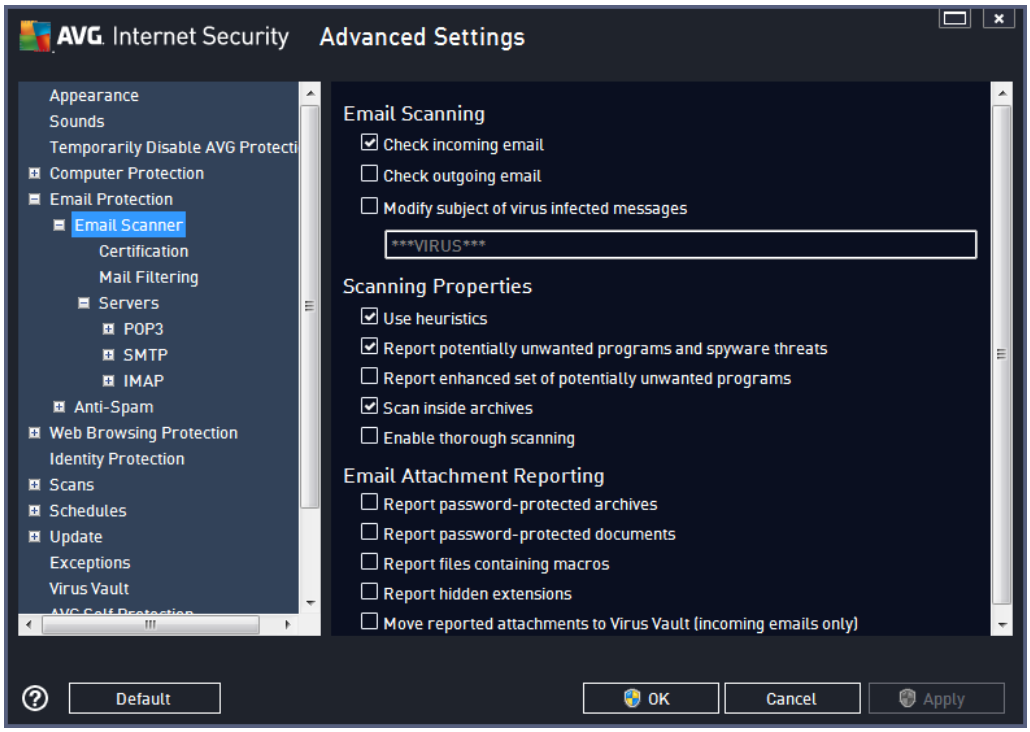
Unless you have a good reason to switch the cache server off, we strongly recommend that you keep the default settings and leave both the options on! Otherwise you may experience a significant decrease in your system speed and performance.

3.7.5. Email Scanner

In this section you can edit the detailed configuration of Email Scanner and Anti-Spam:

3.7.5.1. Email Scanner

The ***Email Scanner*** dialog is divided into three sections:



Email scanning

In this section, you can set these basics for incoming and/or outgoing email messages:

- ***Check incoming email*** (*on by default*) - mark to switch on/off the option of scanning of all email messages delivered to your email client
- ***Check outgoing email*** (*off by default*) - mark to switch on/off the option of scanning of all emails sent from your account
- ***Modify subject of virus infected messages*** (*off by default*) - if you want to be warned that the scanned email message was detected as infected, mark this item and fill in the desired text into the text field. This text will then be added to the "Subject" field for each detected email message for easier identification and filtering. The default value is ***VIRUS*** which we recommend that you keep.

Scanning properties

In this section, you can specify how the email messages will be scanned:

- ***Use Heuristics*** (*on by default*) - check to use the heuristics detection method when scanning email messages. When this option is on, you can filter email attachments not only by the extension but the actual contents of the attachment will also be considered. The filtering can be set in the Mail Filtering dialog.
- ***Report Potentially Unwanted Programs and Spyware threats*** (*on by default*) - check to activate scanning for spyware as well as for viruses. Spyware represents a questionable malware category: even though it usually represents a security risk, some of these programs can be installed intentionally. We

recommend that you keep this feature activated as it increases your computer security.

- ***Report enhanced set of Potentially Unwanted Programs*** (*off by default*) - mark to detect extended packages of spyware: programs that are perfectly ok and harmless when acquired from the manufacturer directly, but can be misused for malicious purposes later. This is an additional measure that increases your computer security even more, however it may block legal programs, and is therefore switched off by default.

- ***Scan inside archives*** (*on by default*) - check to scan contents of archives attached to email messages.

- ***Enable thorough scanning*** (*off by default*) - in specific situations (*e.g. suspicions of your computer being infected by an virus or attack*) you may check this option to activate the most thorough scanning algorithms that will scan even those areas of your computer that hardly ever get infected, just to be absolutely sure. Remember though that this method is rather time-consuming.

Email attachments reporting

In this section, you can set additional reports about potentially dangerous or suspicious files. Please note that no warning dialog will be displayed; a certification text will only be added to the end of the email message, and all such reports will be listed in the Email Protection detection dialog:

- ***Report password protected archives*** - archives (*ZIP, RAR etc.*) that are protected by password cannot be scanned for viruses; check the box to report these as potentially dangerous.

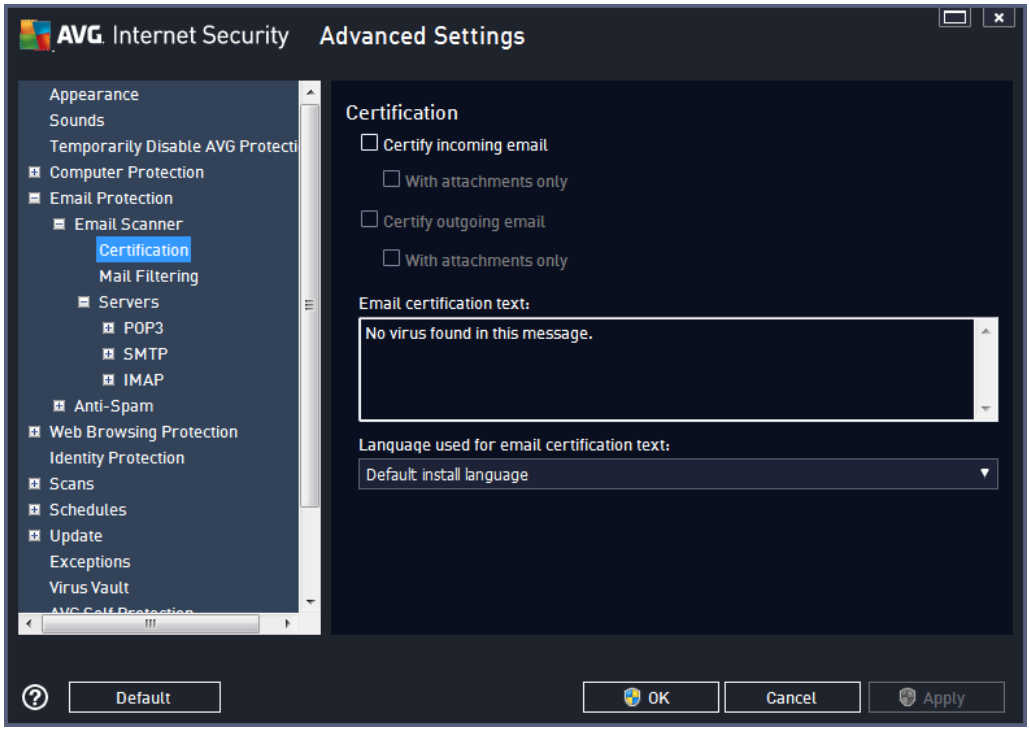
- ***Report password protected documents*** - documents protected by password cannot be scanned for viruses; check the box to report these as potentially dangerous.

- ***Report files containing macro*** - a macro is a predefined sequence of steps aimed to make certain tasks easier for a user (*MS Word macros are widely known*). As such, a macro can contain potentially dangerous instructions, and you might like to check the box to ensure that files with macros will be reported as suspicious.

- ***Report hidden extensions*** - a hidden extension can make e.g. a suspicious executable file "something.txt.exe" appear as harmless plain text file "something.txt"; check the box to report these as potentially dangerous.

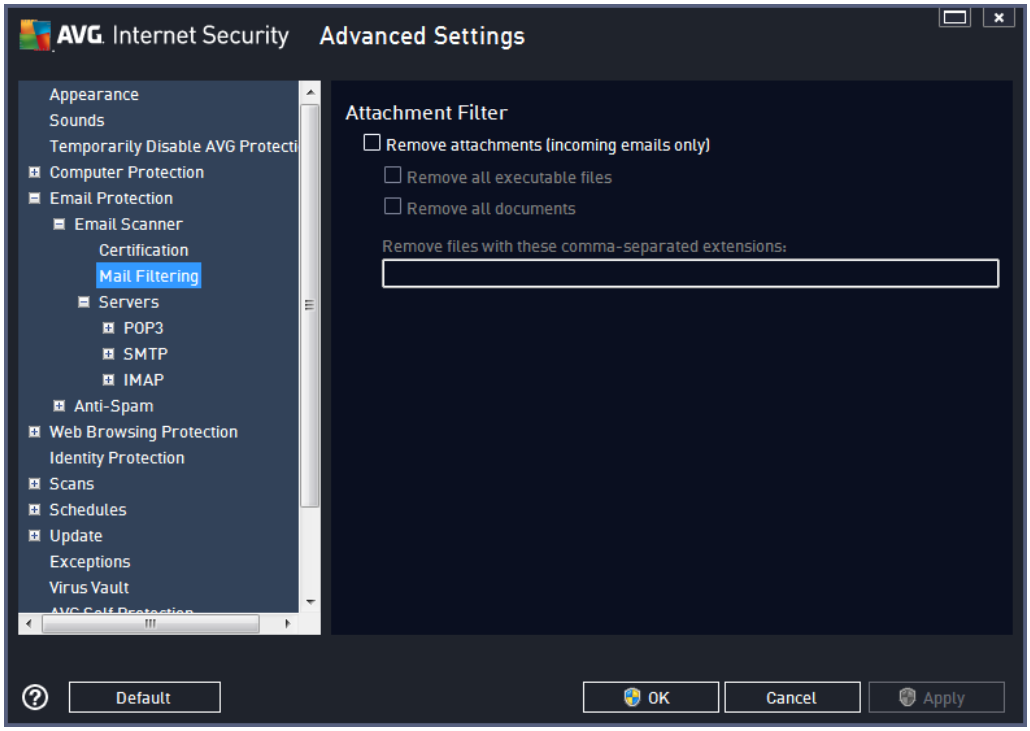
- ***Move reported attachments to Virus Vault*** - specify whether you wish to be notified via email about password protected archives, password protected documents, files containing macros, and/or files with hidden extensions detected as an attachment to the scanned email message. If such a message is identified during scanning, define whether the detected infectious object should be moved to the Virus Vault.

In the ***Certification*** dialog you can mark the specific checkboxes to decide whether you want to certify your incoming mail (***Certify incoming email***) and/or outgoing mail (***Certify outgoing email***). For each of these options you can further specify the ***With attachments only*** parameter so that the certification is only added to email messages with attachments:



By default, the certification text consists of just a basic information that states *No virus found in this message.* However, this information can be extended or changed according to your needs: write the desired text of certification into the ***Email certification text*** field. In the ***Language used for the email certification text*** section you can further define in which language the automatically generated part of the certification (*No virus found in this message*) should be displayed.

Note: *Please bear in mind that only the default text will be displayed in the requested language, and your customized text will not be translated automatically!*



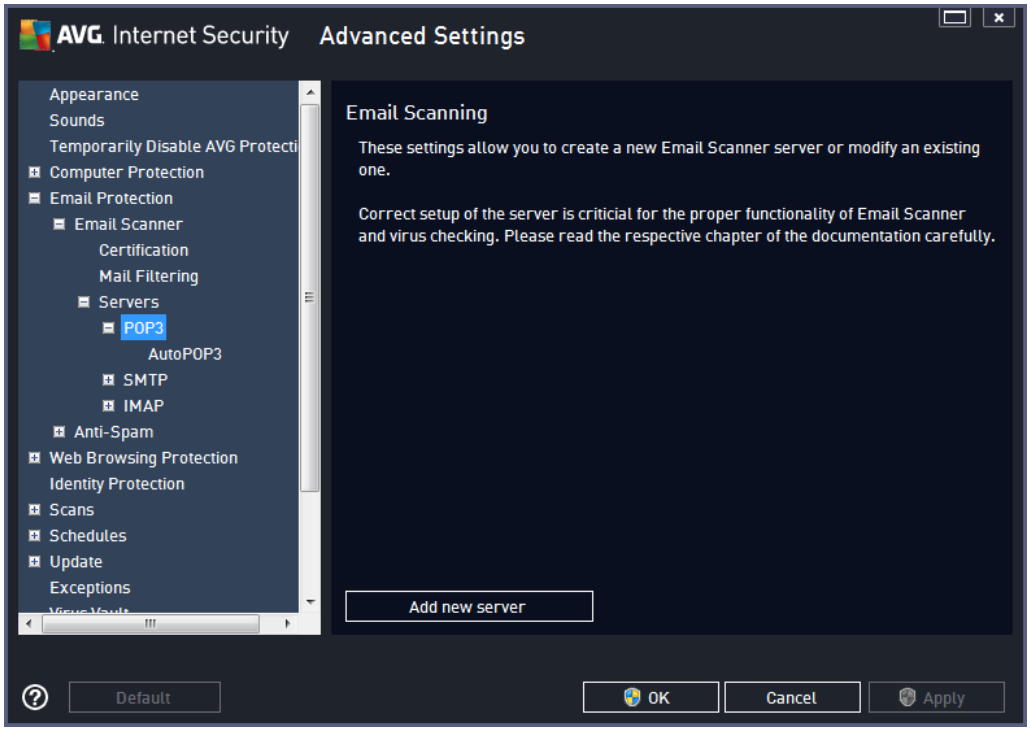
The ***Attachment filter*** dialog allows you to set up parameters for email message attachment scanning. By default, the ***Remove attachments*** option is switched off. If you decide to activate it, all email message attachments detected as infected or potentially dangerous will be removed automatically. If you want to define specific types of attachments that should be removed, select the respective option:

- ***Remove all executable files*** - all *.exe files will be deleted
- ***Remove all documents*** - all *.doc, *.docx, *.xls, *.xlsx files will be deleted
- ***Remove files with these comma separated extensions*** - will remove all files with the defined extensions

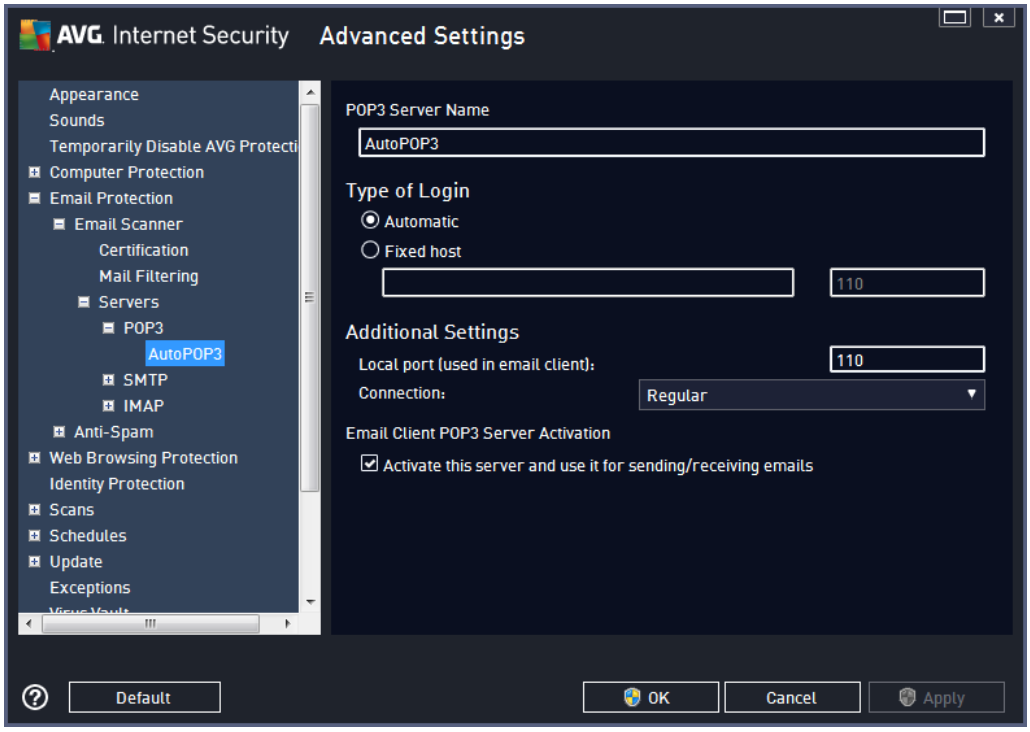
In the ***Servers*** section you can edit parameters for the Email Scanner servers:

- POP3 server
- SMTP server
- IMAP server

You can also define new servers for incoming or outgoing mail, using the ***Add new server*** button.

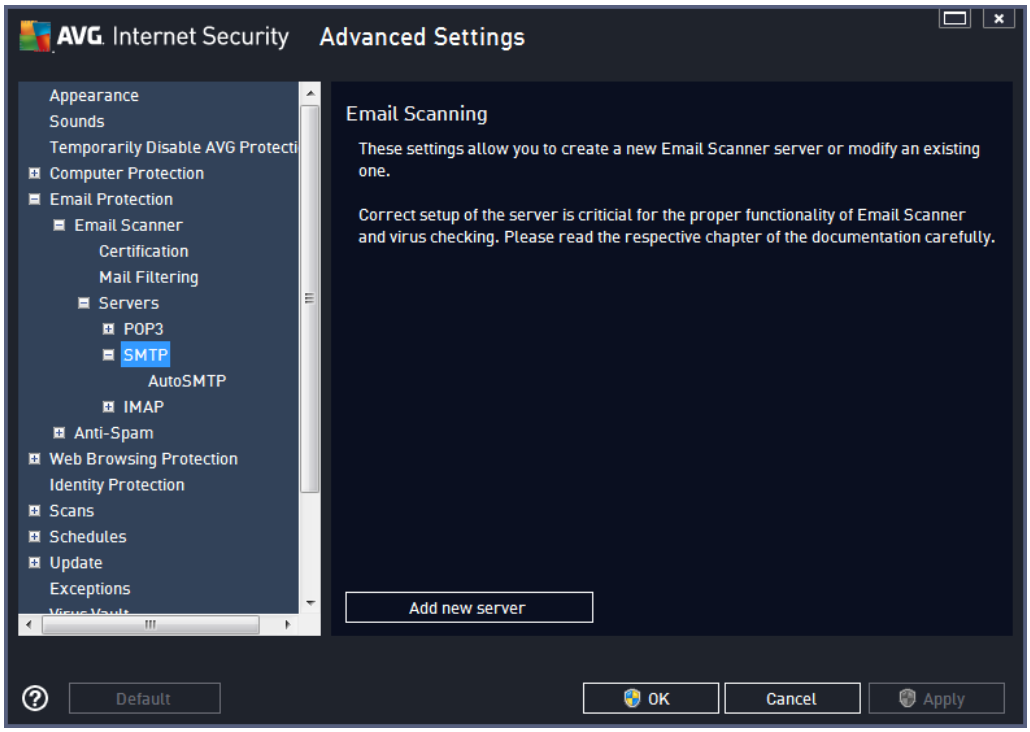


In this dialog you can set up a new Email Scanner server using the POP3 protocol for incoming mail:

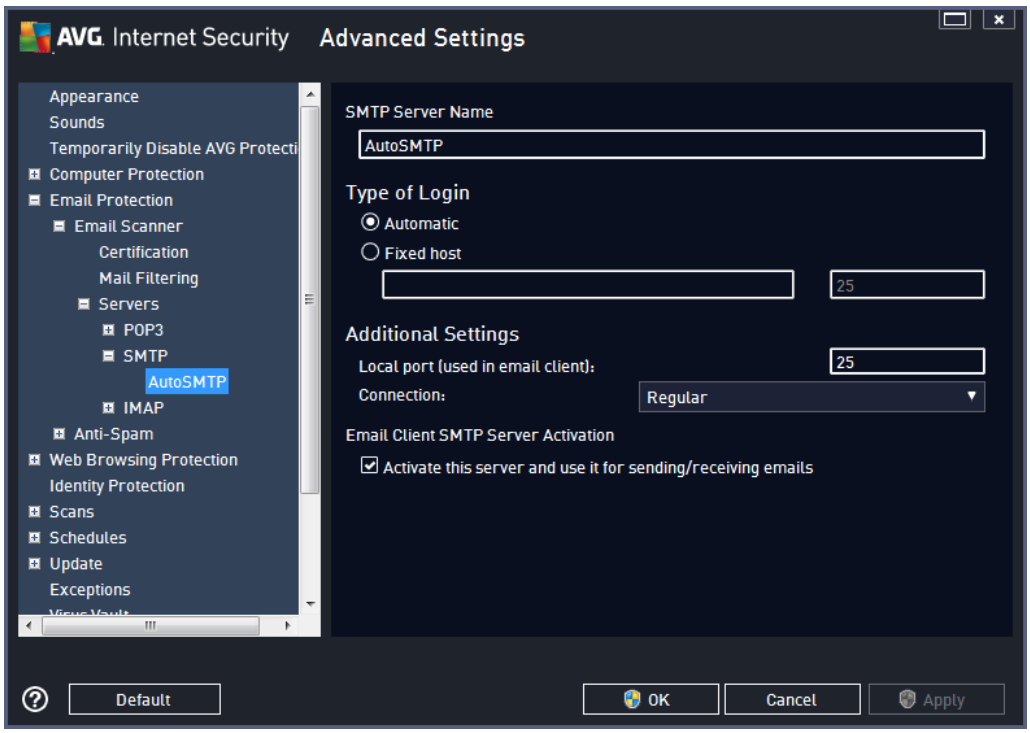


- ***POP3 Server Name*** - in this field you can specify the name of newly added servers (*to add a POP3 server, click the right mouse button over the POP3 item of the left navigation menu*).

- ***Type of Login*** - defines the method for determining the mail server used for incoming mail:
    - o ***Automatic*** - login will be carried out automatically, according to your email client settings.
    - o ***Fixed host*** - in this case, the program will always use the server specified here. Please specify the address or name of your mail server. The login name remains unchanged. For a name, you may use a domain name (*for example, pop.acme.com*) as well as an IP address (*for example, 123.45.67.89*). If the mail server uses a non-standard port, you can specify this port after the server name using a colon as the delimiter (*for example, pop.acme.com:8200*). The standard port for POP3 communication is 110.
- ***Additional Settings*** - specifies more detailed parameters:
    - o ***Local port*** - specifies the port on which the communication from your mail application should be expected. You must then specify in your mail application this port as the port for POP3 communication.
    - o ***Connection*** - in the drop-down menu, you can specify which kind of connection to use (*regular/ SSL/SSL default*). If you choose SSL connection, the data sent is encrypted without the risk of being traced or monitored by a third party. This feature is also only available when the destination mail server supports it.
- ***Email Client POP3 Server Activation*** - check/uncheck this item to activate or deactivate the specified POP3 server



In this dialog you can set up a new Email Scanner server using the SMTP protocol for outgoing mail:



- ***SMTP Server Name*** - in this field you can specify the name of newly added servers (*to add a SMTP server, click the right mouse button over the SMTP item of the left navigation menu*). For automatically created "AutoSMTP" servers this field is deactivated.

- ***Type of Login*** - defines the method for determining the mail server used for outgoing mail:

  - ***Automatic*** - login will be carried out automatically, according to your email client settings

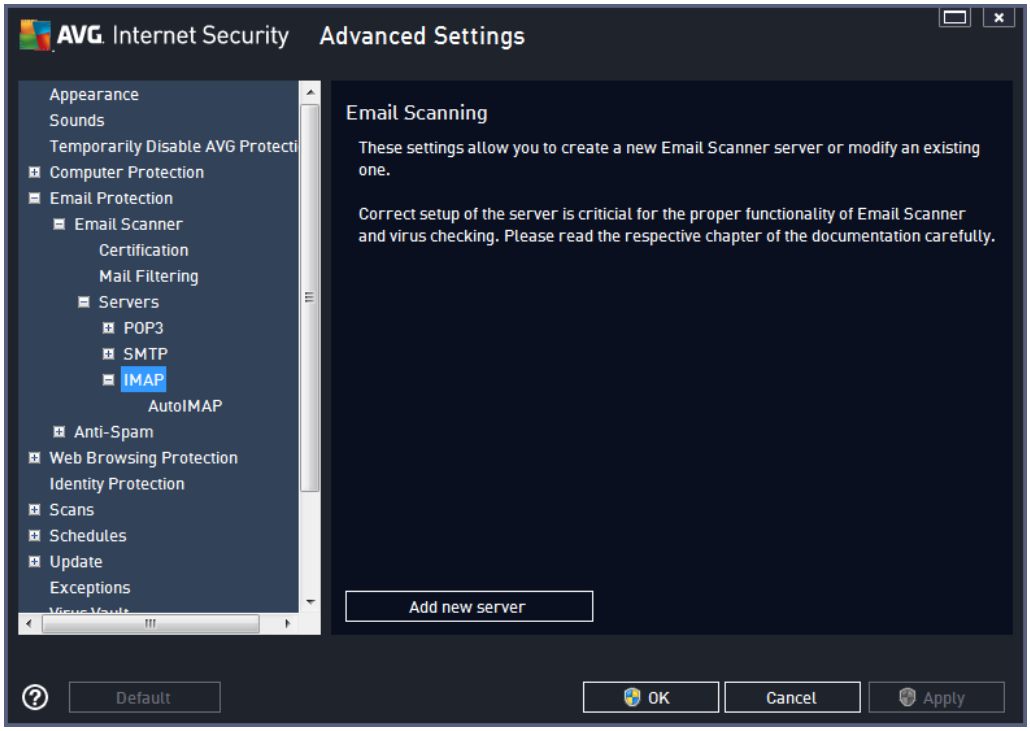
  - ***Fixed host*** - in this case, the program will always use the server specified here. Please specify the address or name of your mail server. You may use a domain name (*for example, smtp.acme.com*) as well as an IP address (*for example, 123.45.67.89*) for a name. If the mail server uses a non-standard port, you can type this port behind the server name using a colon as the delimiter (*for example, smtp.acme.com:8200*). The standard port for SMTP communication is 25.

- ***Additional Settings*** - specifies more detailed parameters:

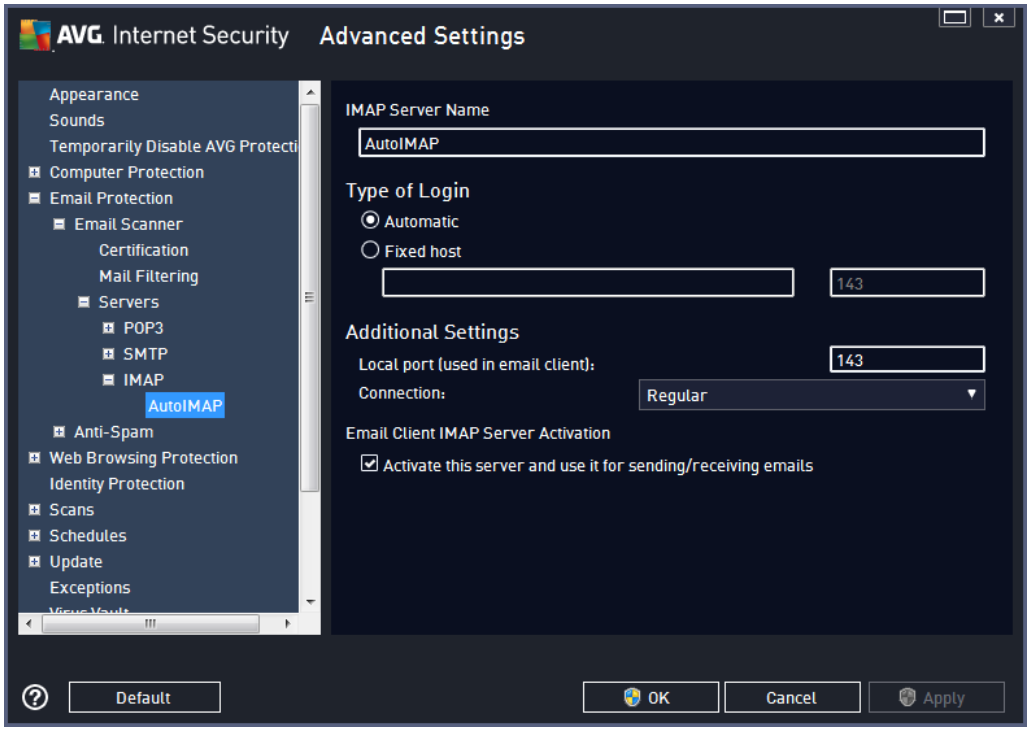
  - ***Local port*** - specifies the port on which the communication from your mail application should be expected. You must then specify in your mail application this port as the port for SMTP communication.

  - ***Connection*** - in this drop-down menu, you can specify which kind of connection to use (*regular/ SSL/SSL default*). If you choose SSL connection, the data sent is encrypted without the risk of being traced or monitored by a third party. This feature is available only when the destination mail server supports it.

- ***Email Client SMTP Server Activation*** - check/uncheck this box to activate/deactivate the SMTP server specified above



In this dialog you can set up a new Email Scanner server using the IMAP protocol for outgoing mail:

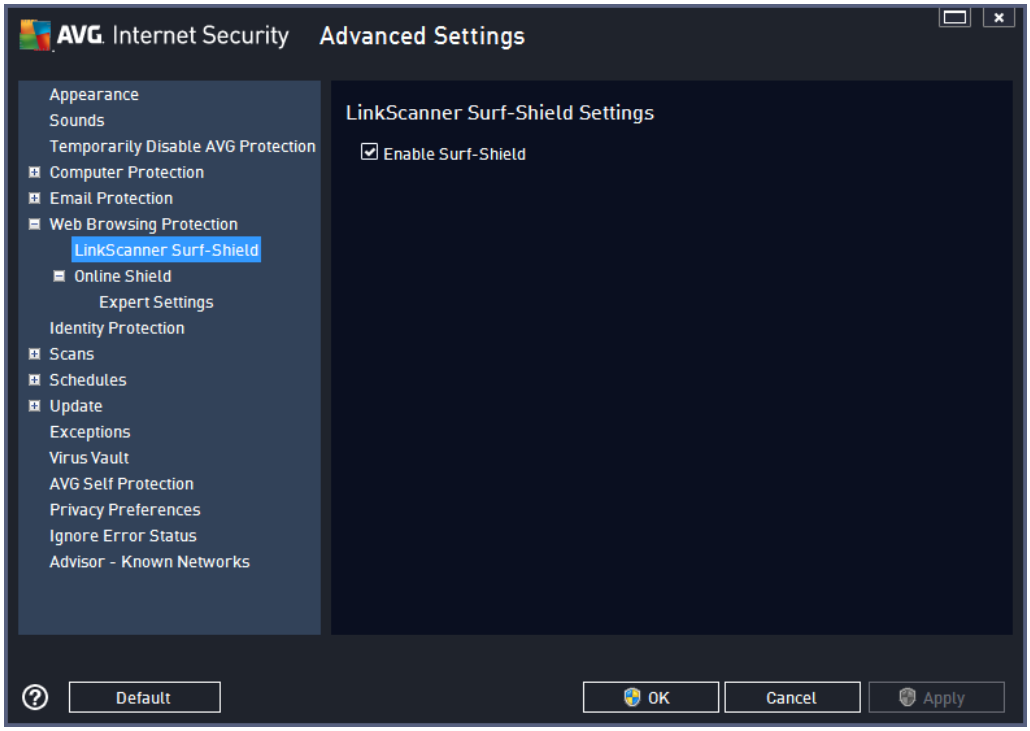


- ***IMAP Server Name*** - in this field you can specify the name of newly added servers (*to add a IMAP server, click the right mouse button over the IMAP item of the left navigation menu*).

- ***Type of Login*** - defines the method for determining the mail server used for outgoing mail:
    - o ***Automatic*** - login will be carried out automatically, according to your email client settings
    - o ***Fixed host*** - in this case, the program will always use the server specified here. Please specify the address or name of your mail server. You may use a domain name (*for example, smtp.acme.com*) as well as an IP address (*for example, 123.45.67.89*) for a name. If the mail server uses a non-standard port, you can type this port behind the server name using a colon as the delimiter (*for example, imap.acme.com:8200*). The standard port for IMAP communication is 143.
- ***Additional Settings*** - specifies more detailed parameters:
    - o ***Local port used in*** - specifies the port on which the communication from your mail application should be expected. You must then specify in your mail application this port as the port for IMAP communication.
    - o ***Connection*** - in this drop-down menu, you can specify which kind of connection to use (*regular/SSL/SSL default*). If you choose a SSL connection, the data sent is encrypted without the risk of being traced or monitored by a third party. This feature is available only when the destination mail server supports it.
- ***Email client IMAP Server Activation*** - check/uncheck this box to activate/deactivate the IMAP server specified above

3.7.6. Web Browsing Protection

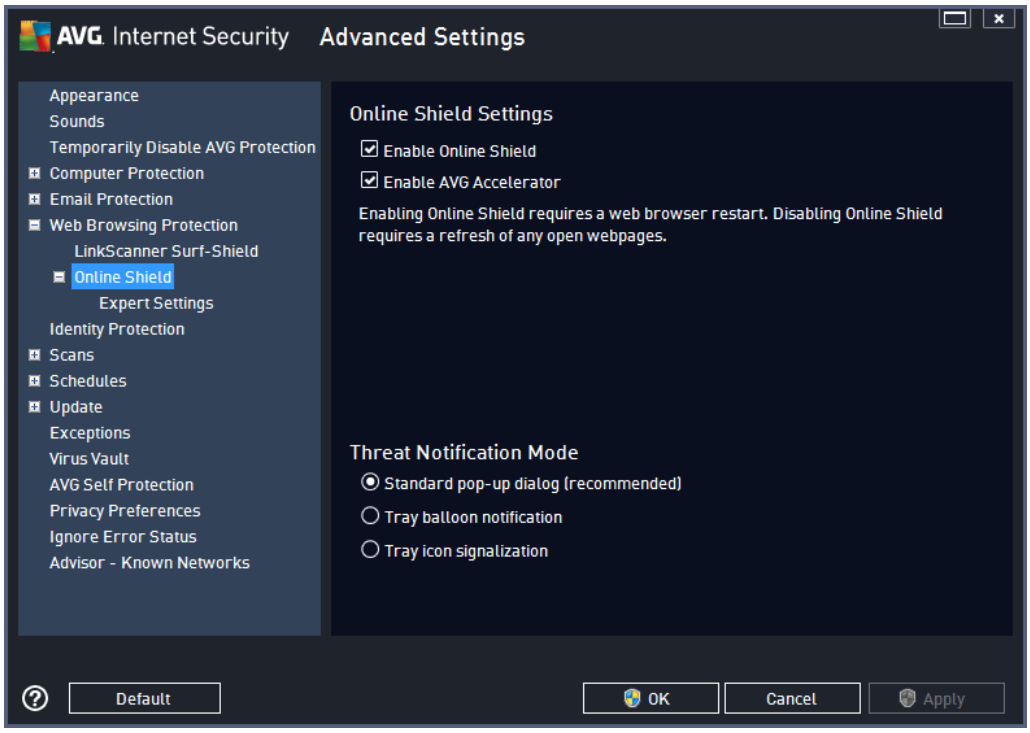
The ***LinkScanner settings*** dialog allows you to check/uncheck the following features:



- ***Enable Surf-Shield*** - (*on by default*): active (*real-time*) protection against exploitative sites as they are accessed. Known malicious site connections and their exploitative content are blocked as they are

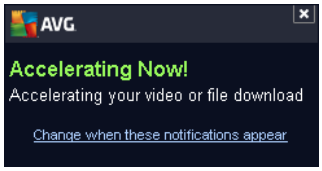
accessed by the user via a web browser (*or any other application that uses HTTP*).

3.7.6.1. Online Shield



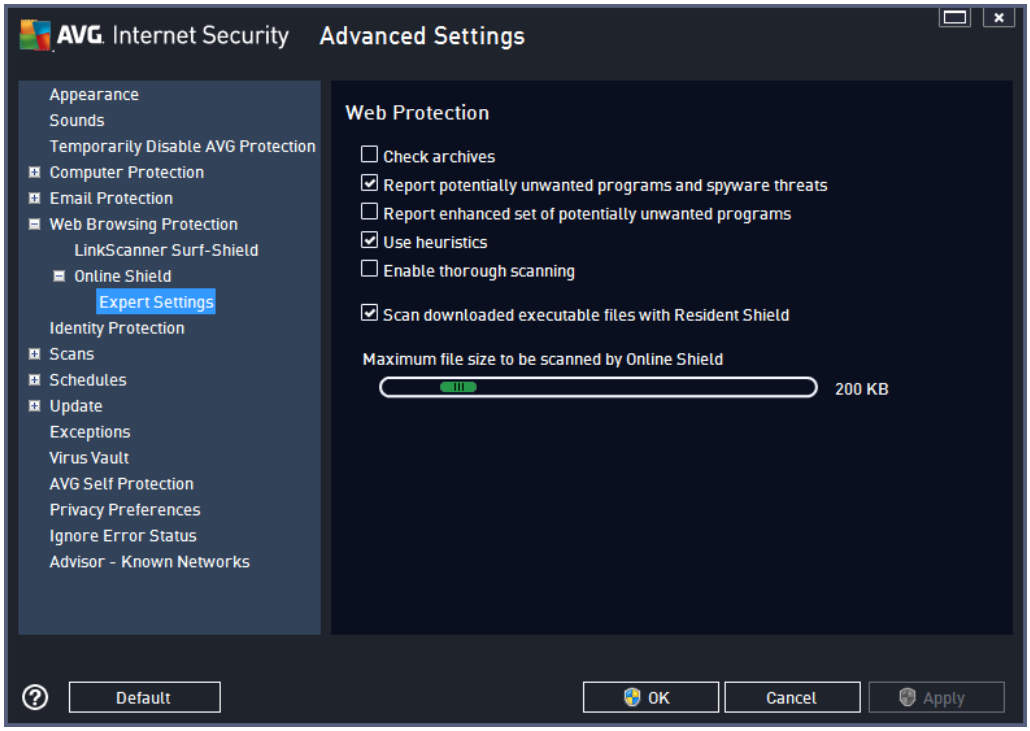
The ***Online Shield*** dialog offers the following options:

- ***Enable Online Shield*** *(on, by default)* - Activate/deactivate the entire ***Online Shield*** service. For further advanced settings of ***Online Shield*** please continue to the subsequent dialog called Web Protection.
- ***Enable AVG Accelerator*** *(on, by default)* - Activate/deactivate the AVG Accelerator service. AVG Accelerator allows smoother online video playback and makes additional downloads easier. When the video-acceleration process is in progress, you will be notified via the system tray pop-up window:



Threat notification mode

In the bottom section of the dialog, select the method by which you wish to be informed about a potential detected threat: via standard pop-up dialog, via tray balloon notification, or via tray icon info.



In the ***Web Protection*** dialog you can edit the component's configuration regarding the scan of the website content. The editing interface allows you to configure the following elementary options:

- ***Check archives*** - (*off by default*): scan the content of archives possibly included in the www page to be displayed.
- ***Report potentially unwanted programs and spyware threats*** - (*on by default*): check to activate the scanning for spyware as well as for viruses. Spyware represents a questionable malware category: even though it usually represents a security risk, some of these programs can be installed intentionally. We recommend that you keep this feature activated as it increases your computer security.
- ***Report enhanced set of potentially unwanted programs*** - (*off by default*): mark to detect extended package of spyware: programs that are perfectly ok and harmless when acquired from the manufacturer directly, but can be misused for malicious purposes later. This is an additional measure that increases your computer security even more, however it may block legal programs, and is therefore switched off by default.
- ***Use heuristics*** - (*on by default*): scan the content of the page to be displayed using the heuristic analysis method (*dynamic emulation of the scanned object's instructions in a virtual computer environment*).
- ***Enable thorough scanning*** - (*off by default*): in specific situations (*suspicions about your computer being infected*) you may check this option to activate the most thorough scanning algorithms that will scan even those areas of your computer that rarely get infected, just to be absolutely sure. Remember though that this method is rather time-consuming.
- ***Scan downloaded executable files with Resident Shield*** - (*on by default*): scan executable files

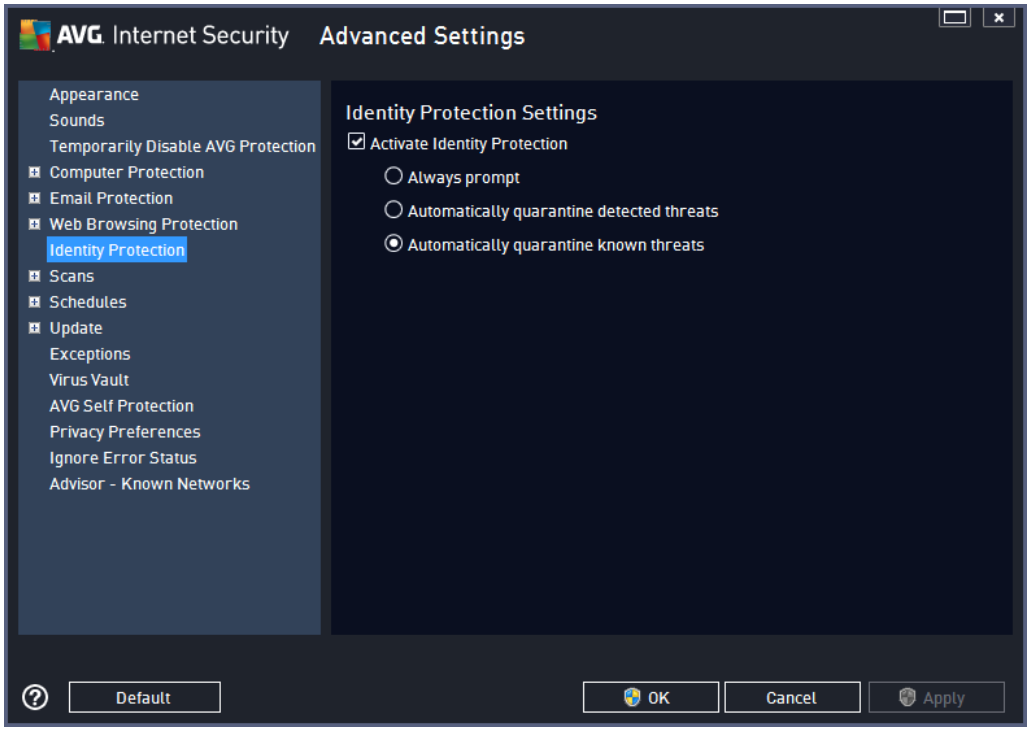
(typically files with extensions exe, bat, com) after they have been downloaded. The resident shield scans files before download to ensure no malicious code gets into your computer. However, this scanning is limited by the ***Maximum part size of file to be scanned*** - see the next item in this dialog. Therefore large files are scanned part-by-part, and this is also true for most executable files. Executable files can perform various tasks in your computer, and it is vital that they are 100% safe. This can be ensured by both scanning the file in parts before it is downloaded, and also right after the file download is completed. We recommend that you keep this option checked. If you deactivate this option, you can still rest assured that AVG will find any potentially dangerous code. Only usually it will not be able to evaluate an executable file as a complex, so it might produce some false positives.

The slider down in the dialog allows you to define ***Maximum part size of a file to be scanned*** - if included files are present in the displayed page you can also scan their content even before these are downloaded to your computer. However, scanning of large files takes quite some time and the web page download might be slowed significantly. You can use the slide bar to specify the maximum size of a file that is still to be scanned with ***Online Shield***. Even if the downloaded file is bigger than specified, and therefore will not be scanned with Online Shield, you are still protected: if the file is infected, the ***Resident Shield*** will detect it immediately.

3.7.7. Identity Protection

Identity Protection is an anti-malware component that protects you from all kinds of malware (*spyware, bots, identity theft, ...*) using behavioral technologies and provides zero day protection for new viruses *(for a detailed description of the component's functionality please consult the Identity chapter*).

The ***Identity Protection settings*** dialog allows you to switch the elementary features of the Identity Protection component on/off:



Activate Identity Protection (*on by default*) - uncheck to turn off the Identity component. ***We strongly recommend not doing this unless you have to!*** When the Identity Protection is activated, you can specify what

to do when a threat is detected:

- ***Always prompt*** - when a threat is detected, you will be asked whether it should be moved to quarantine to make sure no applications you want to run are removed.
- ***Automatically quarantine detected threats*** - mark this checkbox to specify that you want to have all possibly detected threats moved to the safe space of the Virus Vault immediately. Keeping the default settings, when a threat is detected, you will be asked whether it should be moved to quarantine to make sure no applications you want to run are removed.
- ***Automatically quarantine known threats*** (*on by default*) - keep this item marked if you wish all applications detected as possible malware to be automatically and immediately moved to the Virus Vault.

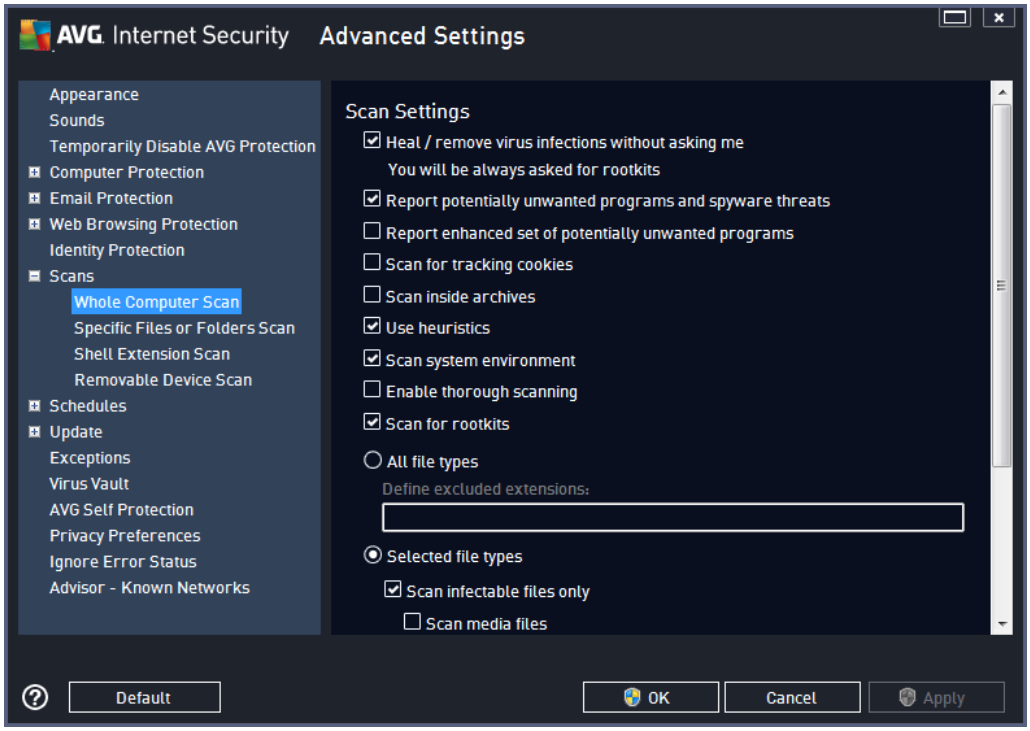
3.7.8. Scans

The advanced scan settings are divided into four categories referring to specific scan types as defined by the software vendor:

- Whole computer scan - standard predefined scan of the entire computer
- Specific files or folders scan - standard predefined scan of selected areas of your computer
- Shell extension scan - specific scanning of a selected object directly from the Windows Explorer environment
- Removable device scan - specific scanning of removable devices attached to your computer

3.7.8.1. Whole Computer Scan

The ***Whole Computer Scan*** option allows you to edit parameters of one of the scans predefined by the software vendor, Whole Computer Scan:



Scan settings

The ***Scan Settings*** section offers a list of scanning parameters that can be optionally switched on/off:

- ***Heal / remove virus infection without asking me*** (*on by default*) - if a virus is identified during scanning it can be healed automatically if a cure is available. If the infected file cannot be healed automatically, the infected object will be moved to the Virus Vault.
- ***Report potentially unwanted programs and spyware threats*** (*on by default*) - check to activate scanning for spyware as well as for viruses. Spyware represents a questionable malware category: even though it usually represents a security risk, some of these programs can be installed intentionally. We recommend that you keep this feature activated as it increases your computer security.
- ***Report enhanced set of potentially unwanted programs*** (*off by default*) - mark to detect extended packages of spyware: programs that are perfectly ok and harmless when acquired from the manufacturer directly, but can be misused for malicious purposes later. This is an additional measure that increases your computer security even more, however it may block legal programs, and is therefore switched off by default.
- ***Scan for tracking cookies*** (*off by default*) - this parameter stipulates that cookies should be detected; (*HTTP cookies are used for authenticating, tracking, and maintaining specific information about users, such as site preferences or the contents of their electronic shopping carts*).
- ***Scan inside archives*** (*off by default*) - this parameter stipulates that scanning should check all files stored inside archives, e.g. ZIP, RAR, ...

- ***Use heuristics*** (*on by default*) - heuristic analysis (*dynamic emulation of the scanned object's instructions in a virtual computer environment*) will be one of the methods used for virus detection during scanning.
- ***Scan system environment*** (*on by default*) - scanning will also check the system areas of your computer.
- ***Enable thorough scanning*** (*off by default*) - in specific situations (*suspicions about your computer being infected*) you may check this option to activate the most thorough scanning algorithms that will scan even those areas of your computer that rarely get infected, just to be absolutely sure. Remember though that this method is rather time-consuming.
- ***Scan for rootkits*** (*on by default*) - Anti-Rootkit scan searches your PC for possible rootkits, i.e. programs and technologies that can cover malware activity in your computer. If a rootkit is detected, this does not necessarily mean your computer is infected. In some cases, specific drivers or sections of regular applications may be misleadingly detected as rootkits.

You should also decide whether you want to scan

- ***All file types*** with the option of defining exceptions from scanning by providing a list of comma separated (*after being saved, the commas change into semicolons*) file extensions that should not be scanned.
- ***Selected file types*** - you can specify that you want to scan only files that can be infected (*files that cannot get infected will not be scanned, for instance some plain text files, or some other non-executable files*), including media files (*video, audio files - if you leave this box unchecked, it will reduce the scanning time even more, because these files are often quite large and are not likely to be infected by a virus*). Again, you can specify by extensions which files should always be scanned.
- Optionally, you can decide you want to ***Scan files without extension*** - this option is on by default, and it is recommended that you keep it so unless you have a real reason to change it. Files with no extensions are rather suspicious and should be scanned at all times.

Adjust how quickly scan completes

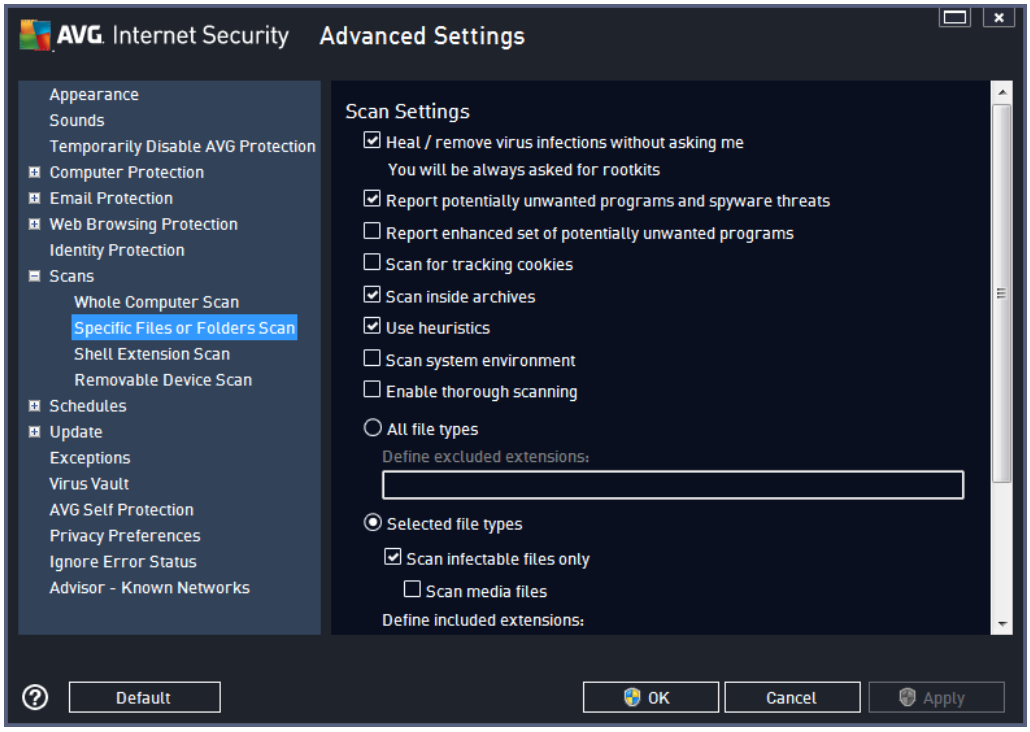
Within the ***Adjust how quickly scan completes*** section you can further specify the desired scanning speed dependent on system resource usage. By default, this option value is set to *user sensitive* level of automatic resource usage. If you want the scanning to run faster, it will take less time but the system resources used will increase significantly during the scan, and will slow down your other activities on the PC (*this option can be used when your computer is switched on but nobody is currently working on it*). On the other hand, you can decrease system resources used by extending the scanning duration.

Set additional scan reports ...

Click the ***Set additional scan reports ...*** link to open a standalone dialog window called ***Scan reports*** where you can tick several items to define what scan findings should be reported:

3.7.8.2. Specific Files or Folders Scan

The editing interface for ***Scan Specific Files or Folders*** is identical to the Whole Computer Scan editing dialog. All configuration options are the same; however, the default settings are more strict for the Scan of the Whole Computer:

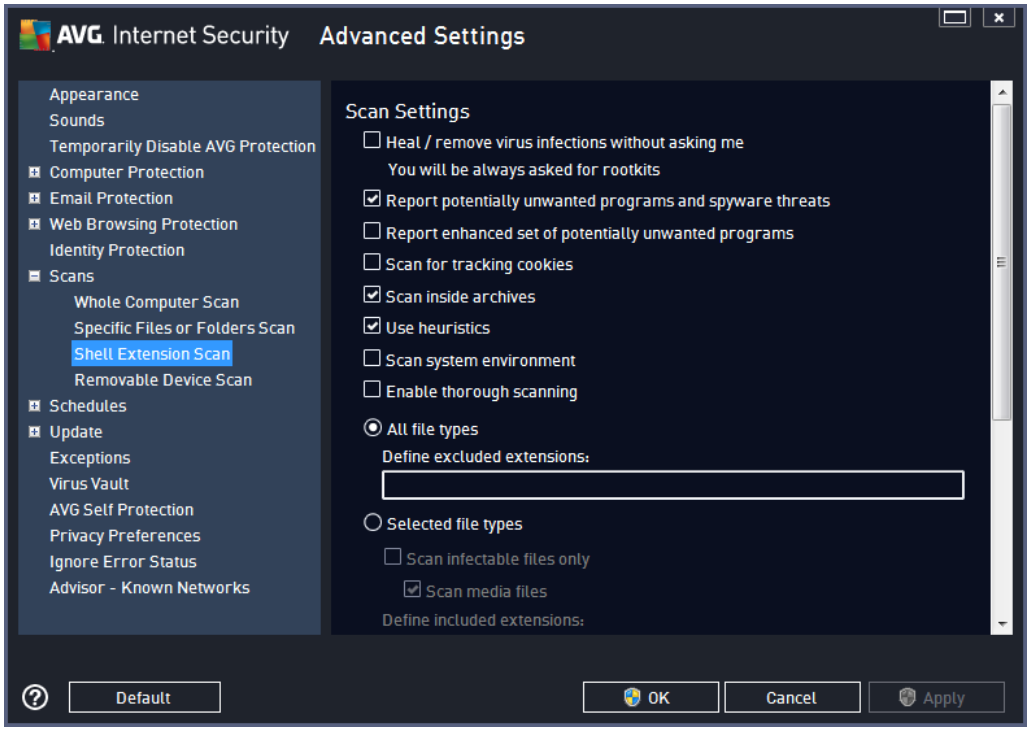


All parameters set up in this configuration dialog apply only to the areas selected for scanning with Scan of Specific Files or Folders!

Note: *For a description of specific parameters please consult the AVG Advanced Settings / Scans / Whole Computer Scan chapter.*

3.7.8.3. Shell Extension Scan

Similar to the previous Whole Computer Scan item, this item named ***Shell Extension Scan*** also offers several options for editing the scan predefined by the software vendor. This time the configuration is related to scanning of specific objects launched directly from the Windows Explorer environment (*shell extension*), see Scanning in Windows Explorer chapter:



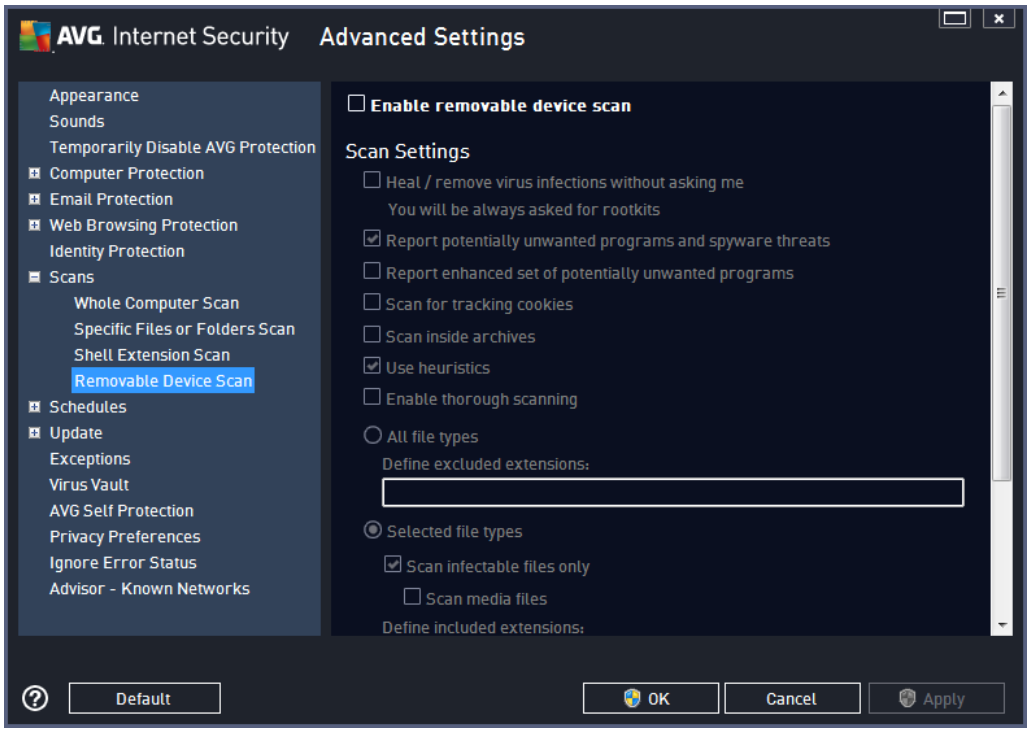
The list of parameters is identical to those available for the Scan of the Whole Computer. However, the default settings differ (*for instance, Whole Computer Scan by default does not check the archives but it does scan the system environment; vice versa with the Shell Extension Scan*).

Note: *For a description of specific parameters please consult the AVG Advanced Settings / Scans / Whole Computer Scan chapter.*

Compared to the Whole Computer scan dialog, the ***Shell Extension Scan*** dialog also includes the section named ***Other settings related to AVG User Interface***, where you can specify whether you want the scan progress and scan results to be accessible from the AVG user interface. You can also specify that the scan result should only be displayed in case an infection is detected during scanning.

3.7.8.4. Removable Device Scan

The editing interface for ***Removable Device Scan*** is also very similar to the Whole Computer Scan editing dialog:



The ***Removable Device Scan*** is launched automatically once you attach any removable device to your computer. By default, this scan is switched off. However, it is crucial to scan removable devices for potential threats since these are a major source of infection. To have this scan ready and launched automatically when needed, mark the ***Enable Removable device scan*** option.

Note: *For a description of specific parameters please consult the AVG Advanced Settings / Scans / Whole Computer Scan chapter.*

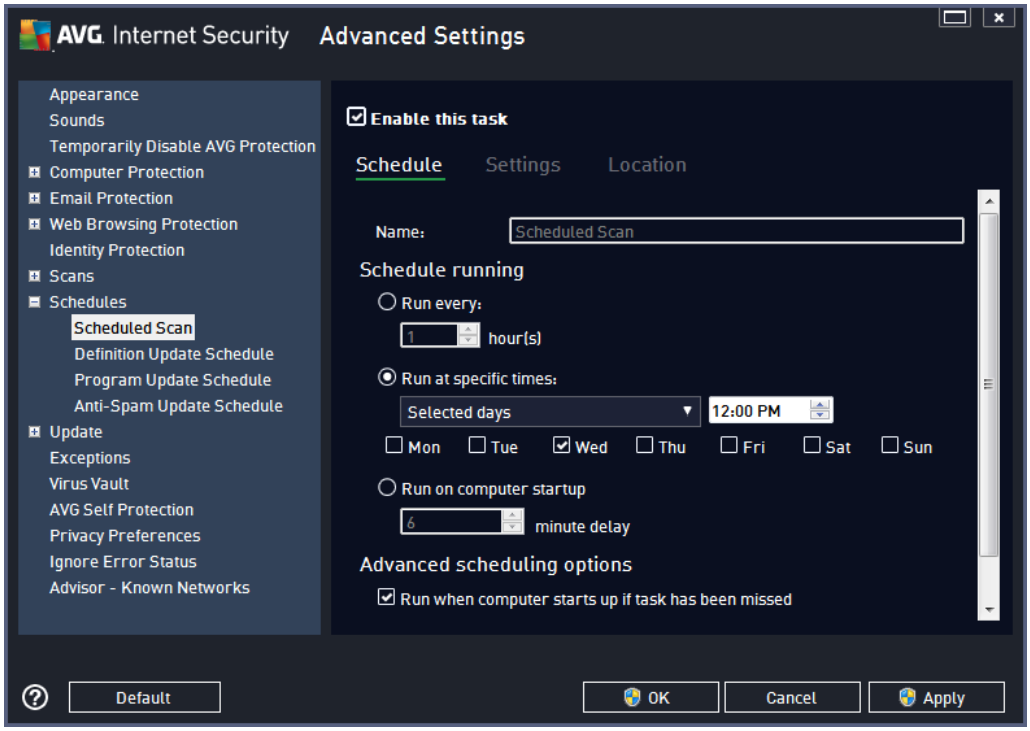
3.7.9. Schedules

In the ***Schedules*** section you can edit the default settings of:

- Scheduled Scan
- Definitions Update Schedule
- Program Update Schedule
- Anti-Spam Update Schedule

3.7.9.1. Scheduled Scan

The parameters of the scheduled scan can be edited (*or a new schedule set up*) on three tabs. On each tab you can first check/uncheck the ***Enable this task*** item to simply deactivate the scheduled test temporarily, and switch it on again as the need arises:



Next, the text field called ***Name*** (*deactivated for all default schedules*) states the name assigned to this very schedule by the program vendor. For newly added schedules (*you can add a new schedule by right-clicking over the* ***Scheduled scan*** *item in the left navigation tree*) you can specify your own name, and in that case the text field will open for editing. Try to always use brief, descriptive, and apt names for scans to make it easier to later differentiate the scan from others.

Example: *It is not appropriate to call the scan by the name "New scan" or "My scan" since these names do not refer to what the scan actually checks. On the other hand, an example of a good descriptive name would be "System area scan" etc. It is also not necessary to specify in the scan's name whether it is the scan of the whole computer or just a scan of selected files or folders - your own scans will always be a specific version of the scan of selected files or folders.*

In this dialog you can further define the following parameters of the scan:

Schedule running

Here, you can specify time intervals for the newly scheduled scan launch. The timing can either be defined by the repeated scan launch after a certain period of time (***Run every ...***) or by defining an exact date and time (***Run at specific times***), or possibly by defining an event that the scan launch should be associated with (***Run on computer startup***).

Advanced schedule options

- ***Run on computer startup if task has been missed*** – if you schedule the task to run at a specific time, this option will ensure that the scan will be performed subsequently in case the computer is turned off at the scheduled time.

- ***Run even if computer is in low power mode*** – the task should be performed even if the computer is

running on battery power at the scheduled time.

On the ***Settings*** tab you will find a list of scanning parameters that can be optionally switched on/off. By default, most parameters are switched on and the functionality will be applied during scanning. ***Unless you have a valid reason to change these settings we recommend that you keep the predefined configuration***:

- ***Heal / remove virus infection without asking me*** *(on by default):* if a virus is identified during scanning it can be healed automatically if a cure is available. If the infected file cannot be healed automatically, the infected object will be moved to the Virus Vault.

- ***Report potentially unwanted programs and spyware threats*** *(on by default):* check to activate scanning for spyware as well as for viruses. Spyware represents a questionable malware category: even though it usually represents a security risk, some of these programs can be installed intentionally. We recommend that you keep this feature activated as it increases your computer security.

- ***Report enhanced set of potentially unwanted programs*** (*off by default*): mark to detect extended packages of spyware: programs that are perfectly ok and harmless when acquired from the manufacturer directly, but can be misused for malicious purposes later. This is an additional measure that increases your computer security even more, however it may block legal programs, and is therefore switched off by default.

- ***Scan for tracking cookies*** (*off by default*): this parameter specifies that cookies should be detected during scanning; (*HTTP cookies are used for authenticating, tracking, and maintaining specific information about users, such as site preferences or the contents of their electronic shopping carts*).

- ***Scan inside archives*** (*off by default*): this parameter specifies that the scanning should check all files even if they are stored inside an archive, e.g. ZIP, RAR, ...

- ***Use heuristics*** (*on by default*): heuristic analysis (*dynamic emulation of the scanned object's instructions in a virtual computer environment*) will be one of the methods used for virus detection during scanning.
- ***Scan system environment*** (*on by default*): scanning will also check the system areas of your computer.
- ***Enable thorough scanning*** (*off by default):* in specific situations (*suspicious of your computer being infected*) you may check this option to activate the most thorough scanning algorithms that will scan even those areas of your computer that rarely get infected, just to be absolutely sure. Remember though that this method is rather time-consuming.
- ***Scan for rootkits*** *(on by default):* Anti-Rootkit scan searches your computer for possible rootkits, i.e. programs and technologies that can cover malware activity in your computer. If a rootkit is detected, this does not necessarily mean your computer is infected. In some cases, specific drivers or sections of regular applications may be misleadingly detected as rootkits.

You should also decide whether you want to scan

- ***All file types*** with the option of defining exceptions from scanning by providing a list of comma separated (*after being saved, the commas change into semicolons*) file extensions that should not be scanned.
- ***Selected file types*** - you can specify that you want to scan only files that can get infected (*files that cannot get infected will not be scanned, for instance some plain text files, or some other non-executable files*), including media files (*video, audio files - if you leave this box unchecked, it will reduce the scanning time even more, because these files are often quite large and are not likely to be infected by a virus*). Again, you can specify by extensions which files should always be scanned.
- Optionally, you can decide you want to ***Scan files without extension*** - this option is on by default, and it is recommended that you keep it so unless you have a real reason to change it. Files with no extensions are rather suspicious and should be scanned at all times.

Adjust how quickly scan completes

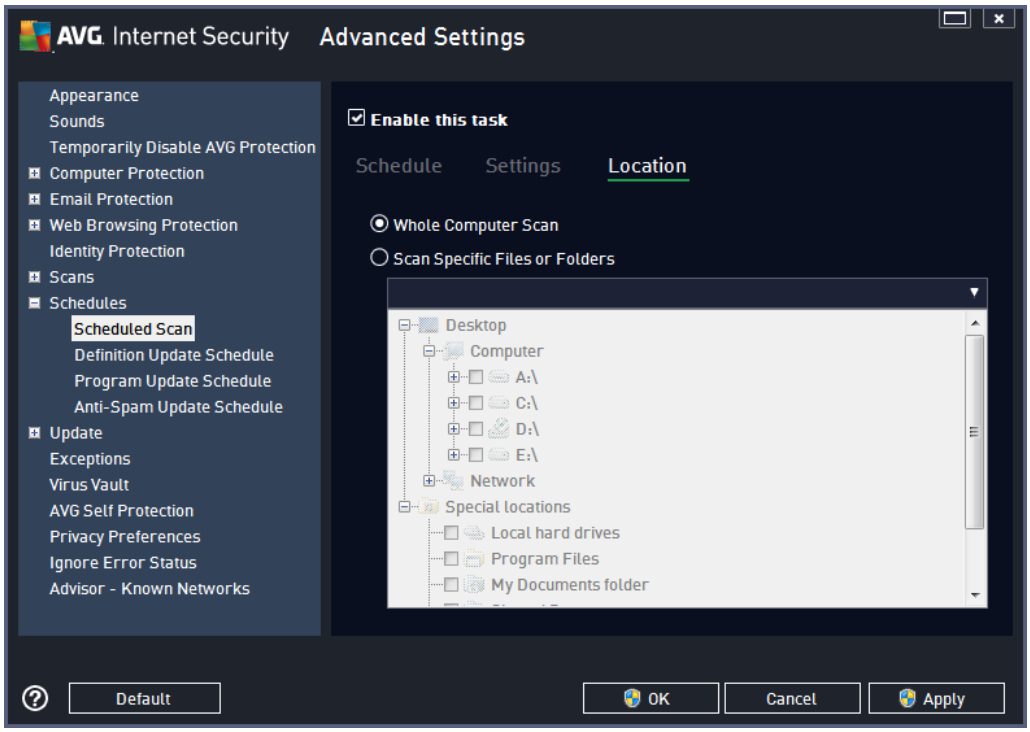
Within this section you can further specify the desired scanning speed dependent on system resource usage. By default, this option value is set to the *user sensitive* level of automatic resource usage. If you want the scan to run faster, it will take less time but the system resources used will increase significantly during the scan, and will slow down your other activities on the PC (*this option can be used when your computer is switched on but nobody is currently working on it*). On the other hand, you can decrease the system resources used by extending the scanning duration.

Set additional scan reports

Click the ***Set additional scan reports ...*** link to open a standalone dialog window called ***Scan reports*** where you can tick several items to define what scan findings should be reported:

Computer shutdown options

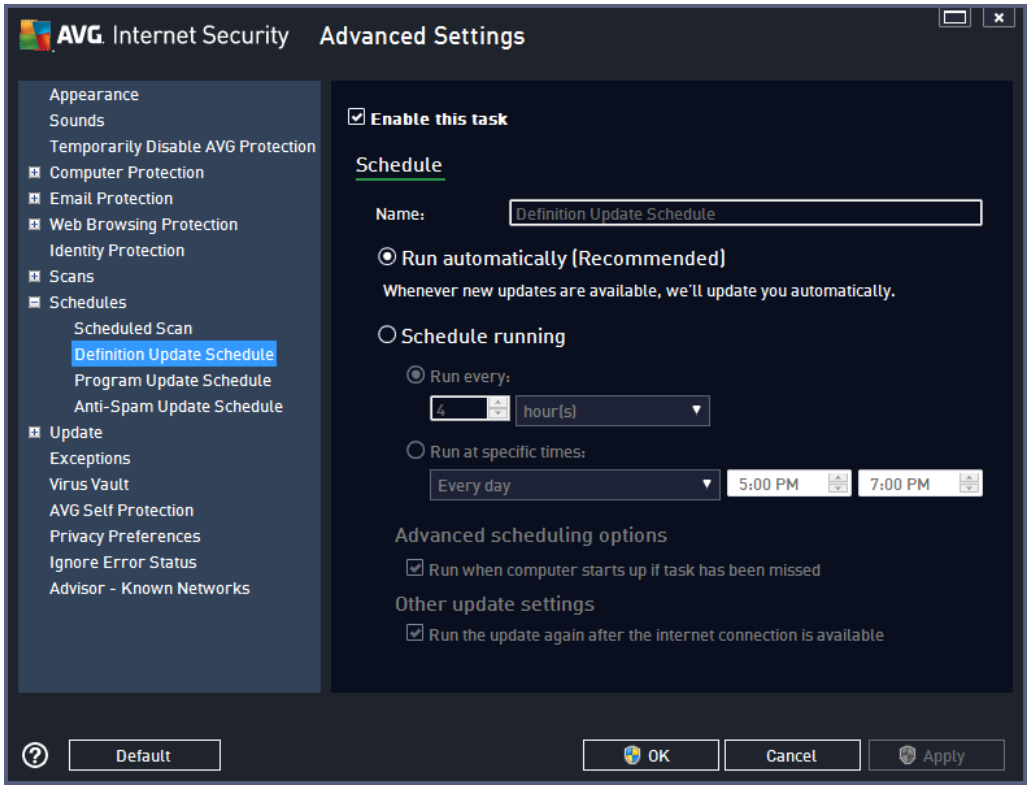
In the ***Computer shutdown options*** section you can decide whether the computer should be shut down automatically once the running scanning process is over. Having confirmed this option (***Shutdown computer upon scan completion***), a new option activates that allows the computer to shut down even if it is currently locked (***Force shutdown if computer is locked***).



On the ***Location*** tab you can define whether you want to schedule scanning of the whole computer or scanning of specific files or folders. If you select scanning of specific files or folders, in the bottom part of this dialog the displayed tree structure activates and you can specify the folders to be scanned.

3.7.9.2. Definitions Update Schedule

If ***really necessary***, you can uncheck the ***Enable this task*** item to simply deactivate the scheduled definitions update temporarily, and switch it on again later:



Within this dialog you can set up some detailed parameters for the definition update schedule. The text field called ***Name*** (*deactivated for all default schedules*) shows the name assigned to this very schedule by the program vendor.

Schedule running

By default, the task is launched automatically (***Run automatically***) as soon as a new virus definition update is available. We recommend that you stick to this configuration unless you have a good reason to do otherwise! Then, you can set up the task launch manually, and specify the time intervals for the newly scheduled definitions update launch. The timing can either be defined by the repeated update launch after a certain period of time (***Run every ...***) or by defining an exact date and time (***Run at specific times***).

Advanced schedule options

This section allows you to define under which conditions the definition update should/should not be launched if the computer is in low power mode or switched off completely.

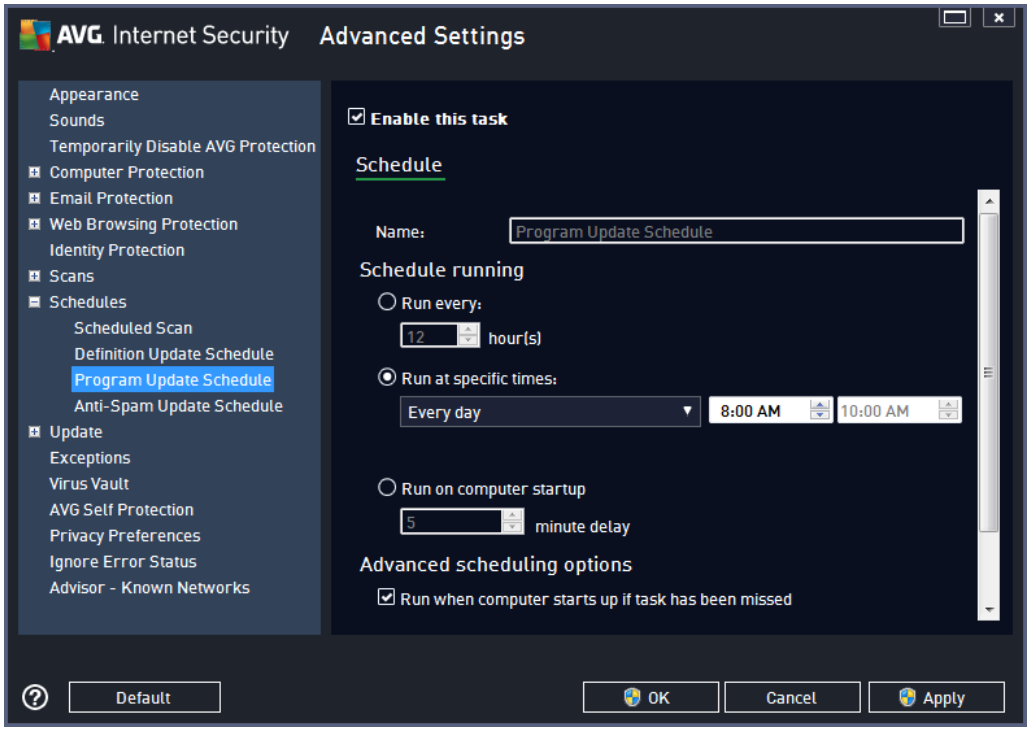
Other update settings

Finally, check the ***Run the update again as soon as the Internet connection is available*** option to make sure than if the Internet connection is interrupted and the update process fails, it will be launched again immediately after the Internet connection is restored. Once the scheduled update is launched at the time you have specified, you will be informed of this fact via a pop-up window opened over the AVG system tray icon (*provided that you have kept the*

default configuration of the the Advanced Settings/Appearance dialog).

3.7.9.3. Program Update Schedule

If ***really necessary***, you can uncheck the ***Enable this task*** item to simply deactivate the scheduled program update temporarily, and switch it on again later:



The text field called ***Name*** (*deactivated for all default schedules*) shows the name assigned to this very schedule by the program vendor.

Schedule running

Here, specify the time intervals for the newly scheduled program update launch. The timing can either be defined by the repeated update launch after a certain period of time (***Run every***) or by defining an exact date and time (***Run at specific times***), or possibly by defining an event that the update launch should be associated with (***Run on computer startup***).

Advanced schedule options

This section allows you to define under which conditions the program update should/should not be launched if the computer is in low power mode or switched off completely.

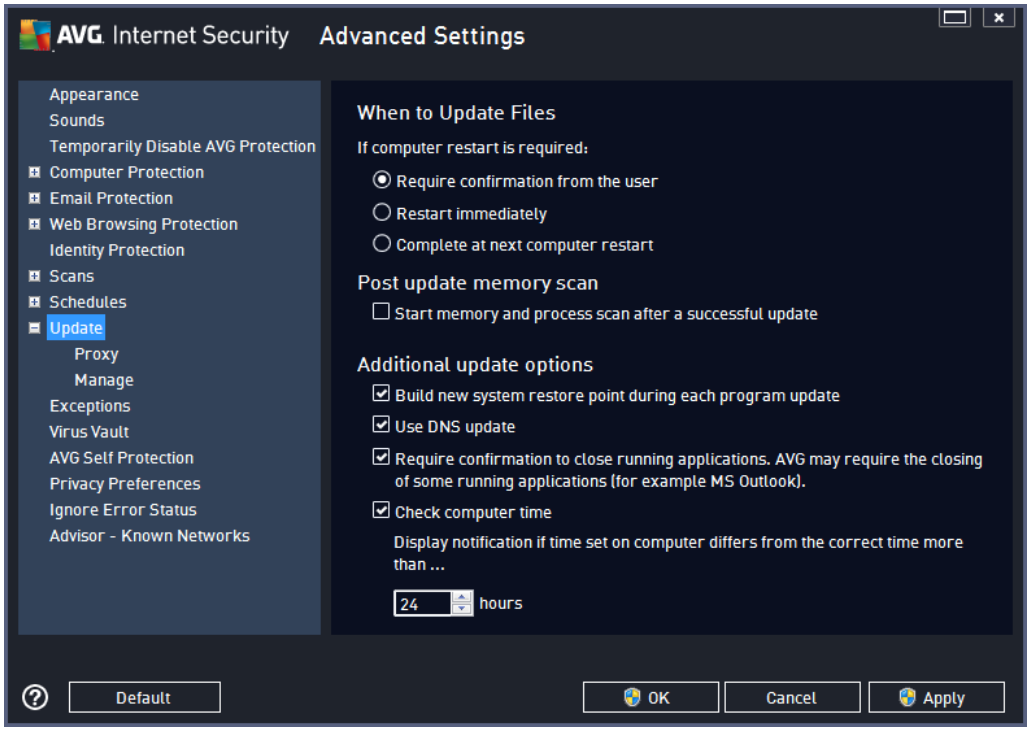
Other update settings

Check the ***Run the update again as soon as the Internet connection is available*** option to make sure that if the Internet connection is interrupted and the update process fails, it will be launched again immediately after the Internet connection is restored. Once the scheduled update is launched at the time you have specified, you will be informed of this fact via a pop-up window opened over the AVG system tray icon (*provided that you have kept the default configuration of the the Advanced Settings/Appearance dialog).*

Note: *If the timings of a scheduled program update and scheduled scan coincide, the update process is of higher priority and the scan will be interrupted. In such a case you will be informed about the collision.*

3.7.10. Update

The ***Update*** navigation item opens a new dialog where you can specify general parameters regarding the AVG update:



When to update files

In this section you can select three alternative options to be used in case the update process requires your PC to restart. The update finalization can be scheduled for the next PC restart, or you can launch the restart immediately:

- ***Require confirmation from the user*** *(by default)* - you will be asked to approve a PC restart needed to finalize the update process
- ***Restart immediately*** - the computer will be restarted automatically immediately after the update process has finished, and your approval will not be required
- ***Complete at next computer restart*** - the update process finalization will be postponed until the next computer restart. Please keep in mind that this option is only recommended if you are sure to restart the computer regularly, at least once a day!

Post update memory scan

Mark this checkbox to stipulate that you want to launch a new memory scan after each successfully completed update. The latest downloaded update might have new virus definitions, and these could be applied in the scanning immediately.

Additional update options

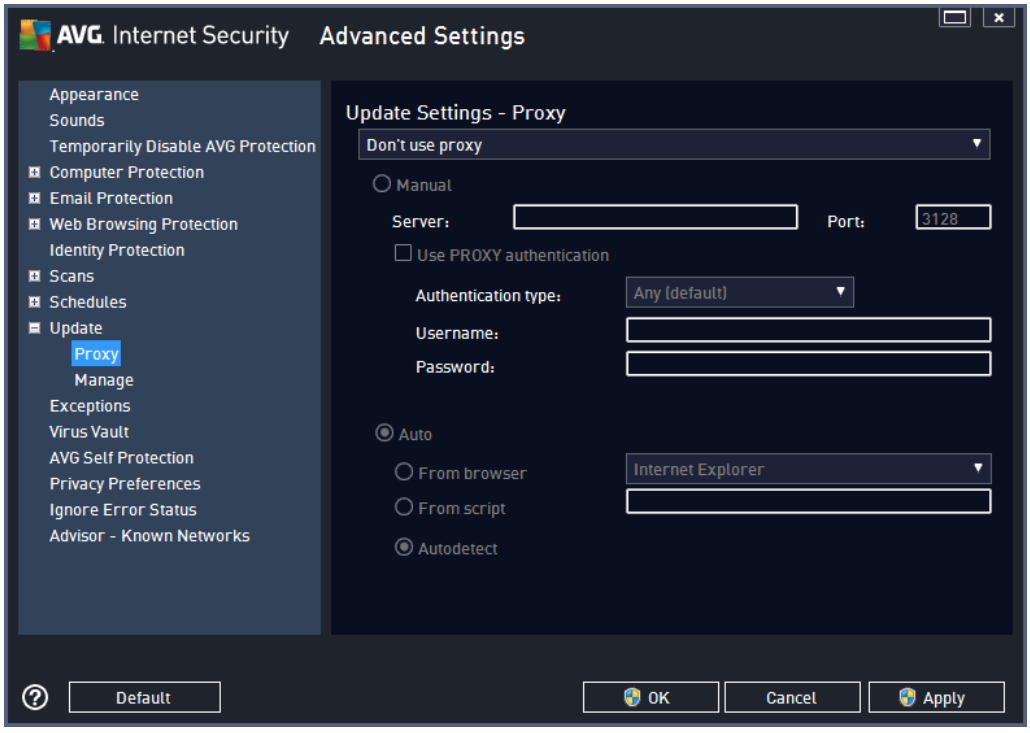
- ***Build new system restore point during each program update*** (*on by default*) - before each AVG program update launch, a system restore point is created. In case the update process fails and your operating system crashes you can always restore your OS to its original configuration from this point. This option is accessible via Start / All Programs / Accessories / System tools / System Restore, but any changes can be recommended to experienced users only! Keep this check-box ticked if you want to make use of this functionality.

- ***Use DNS update*** (*on by default*) - with this item marked, once the update is launched, your **AVG Internet Security 2014** looks for information about the latest virus database version and the latest program version on the DNS server. Then only the smallest indispensably required update files are downloaded, and applied. This way the total amount of data downloaded is minimized, and the update process runs faster.

- ***Require confirmation to close running applications*** (*on by default*) - this will help you make sure no currently running applications will be closed without your permission - if required for the update process to be finalized.

- ***Check computer time*** (*on by default*) - mark this option to declare you wish to have notifications displayed in case the computer time differs from the correct time more than by a specified number of hours.

3.7.10.1. Proxy



The proxy server is a stand-alone server or a service running on a PC that guarantees safer connection to the Internet. According to the specified network rules you can then access the Internet either directly or via the proxy server; both possibilities can also be allowed at the same time. Then, in the first item of the ***Update settings - Proxy*** dialog you have to select from the combo box menu whether you want to:

- ***Don't use proxy*** - default settings

- ***Use proxy***
- ***Try connection using proxy and if it fails, connect directly***

If you select any option using a proxy server, you will have to specify some further data. The server settings can be configured either manually or automatically.

Manual configuration

If you select manual configuration (check *the **Manual** option to activate the respective dialog section*) you have to specify the following items:

- ***Server*** - specify the server's IP address or the name of the server
- ***Port*** - specify the number of the port that enables Internet access (*by default, this number is set to 3128 but can be set differently - if you are not sure, contact your network administrator*)

The proxy server can also have specific rules configured for each user. If your proxy server is set up this way, check the ***Use PROXY authentication*** option to verify that your user name and password are valid for connecting to the Internet via the proxy server.

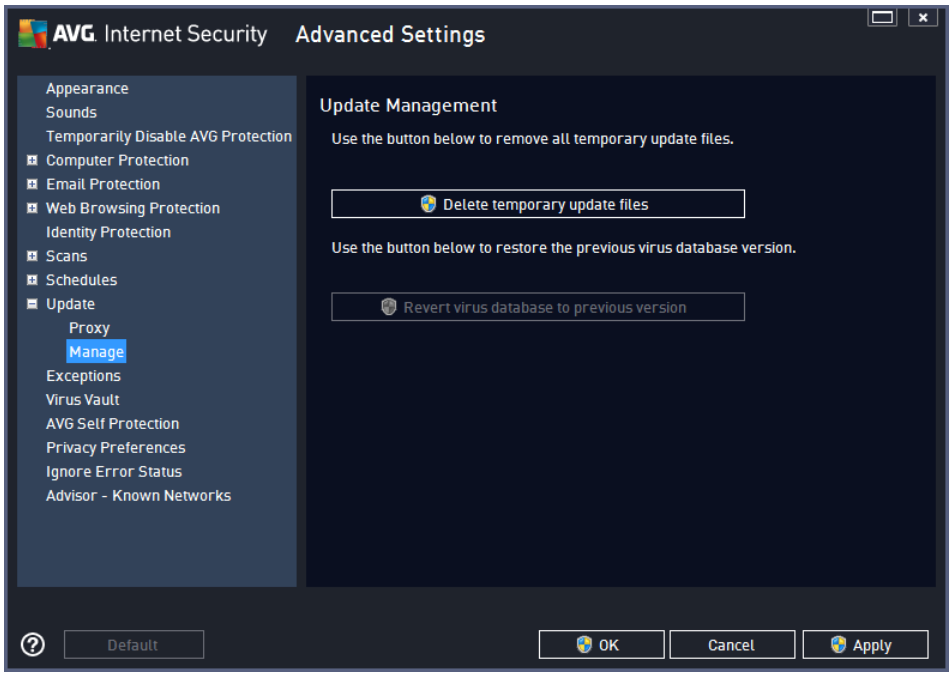
Automatic configuration

If you select automatic configuration (*mark the **Auto** option to activate the respective dialog section*) then please select where the proxy configuration should be taken from:

- ***From browser*** - the configuration will be read from your default Internet browser
- ***From script*** - the configuration will be read from a downloaded script with the function returning the proxy address
- ***Autodetect*** - the configuration will be detected automatically directly from the proxy server

3.7.10.2. Manage

The ***Update Management*** dialog offers two options accessible via two buttons:

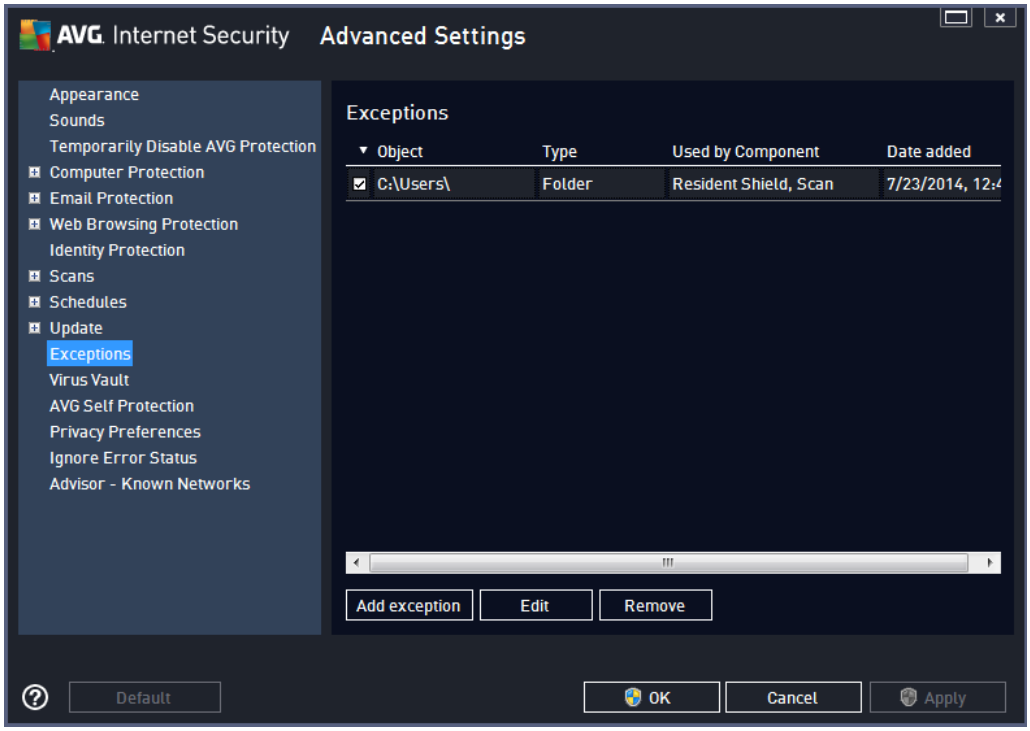


- ***Delete temporary update files*** - press this button to delete all redundant update files from your hard disk (*by default, these files are saved for 30 days*)
- ***Revert virus database to previous version*** - press this button to delete the latest virus base version from your hard disk, and return to the previously saved version (*new virus base version will be a part of the following update*)

3.7.11. Exceptions

In the ***Exceptions*** dialog you can define exceptions, i.e. items that **AVG Internet Security 2014** will ignore. Typically, you will need to define an exception if AVG keeps detecting a program or file as a threat, or blocking a safe website as dangerous. Add such file or website to this exception list, and AVG will not report or block it any more.

Please always make sure that the file, program or website in question really is absolutely safe!



The chart in the dialog displays a list of exceptions, if any have been already defined. Each item has a checkbox next to it. If the checkbox is marked, then the exception is in effect; if not, then the exception is just defined but not currently used. By clicking a column header, you can sort the allowed items according to the respective criteria.

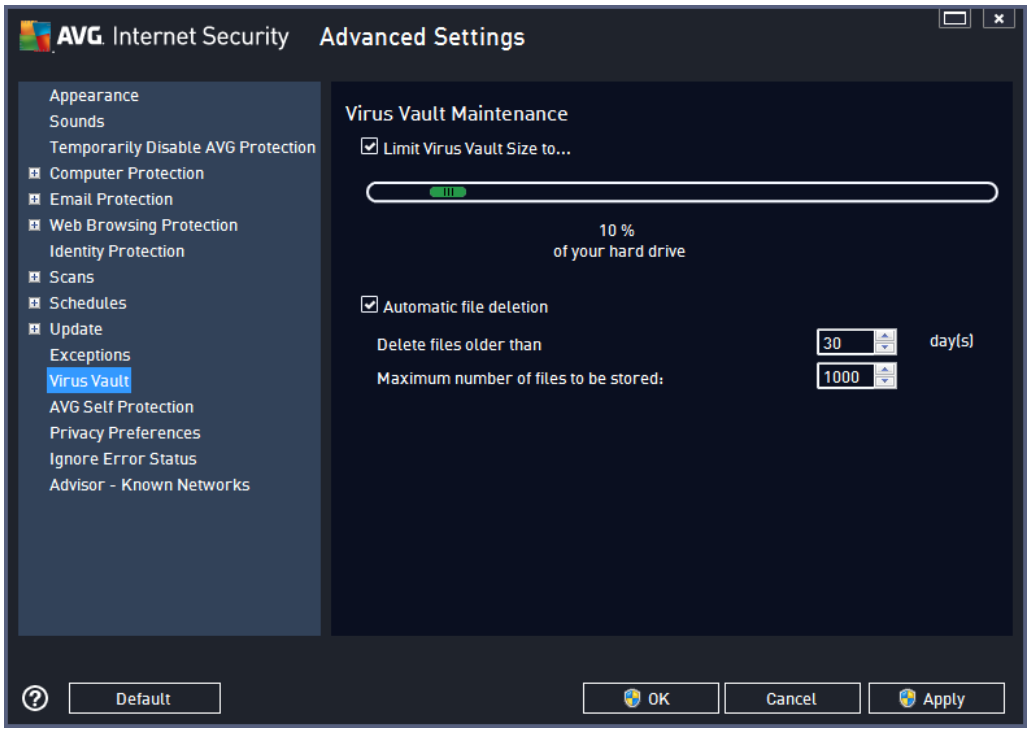
Control buttons

- ***Add exception*** - Click to open a new dialog where you can specify the item that should be excluded from AVG scanning. First, you will be invited to define the type of the object, i.e. whether it is a file, a folder, or URL. Then you will have to browse your disk to provide the path to the respective object, or type the URL. Finally, you can select what AVG features should ignore the selected object *(Resident Shield, Identity Protection, Scan)*.

- ***Edit*** - This button is only active if some exceptions have been already defined, and are listed in the chart. Then, you can use the button to open the editing dialog over a selected exception, and configure the parameters of the exception.

- ***Remove*** - Use this button to cancel a previously defined exception. You can either remove them one by one, or highlight a block of exceptions in the list and cancel the defined exceptions. Having canceled the exception, the respective file, folder or URL will be checked by AVG again. Please note that only the exception will be removed, not the file or folder itself!

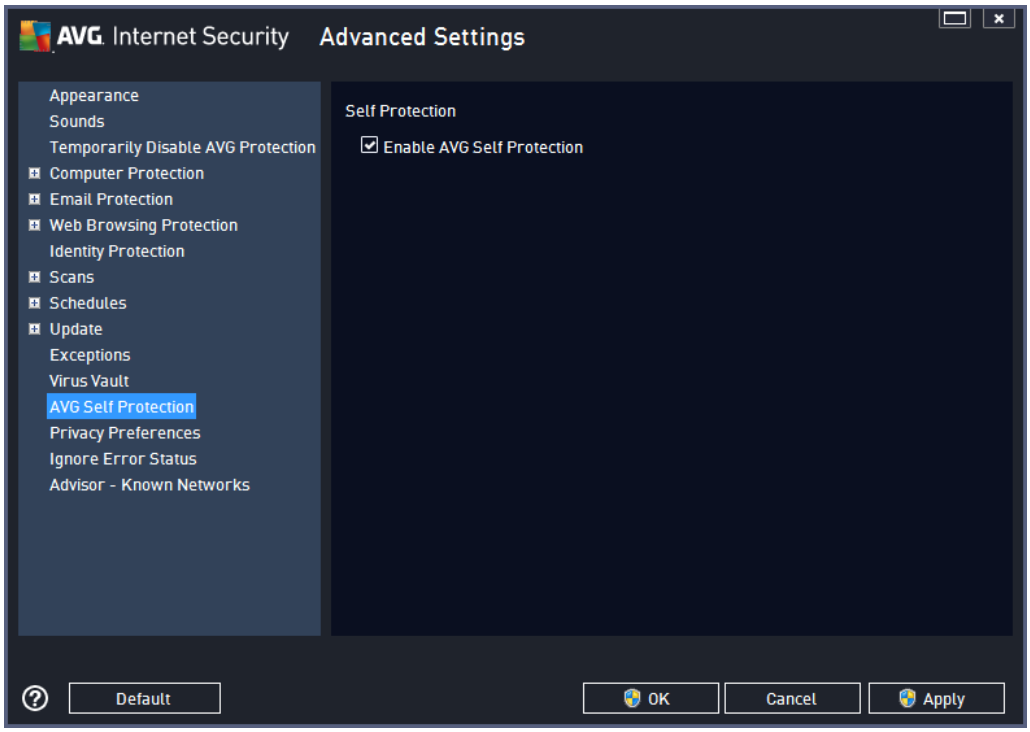
3.7.12. Virus Vault



The ***Virus Vault Maintenance*** dialog allows you to define several parameters regarding the administration of objects stored in the Virus Vault:

- ***Limit Virus Vault Size*** - use the slider to set up the maximum size of the Virus Vault. The size is specified proportionally compared to the size of your local disk.
- ***Automatic file deletion*** - in this section define the maximum length of time that objects should be stored in the Virus Vault (***Delete files older than ... days***), and the maximum number of files to be stored in the Virus Vault (***Maximum number of files to be stored***).

3.7.13. AVG Self Protection



The ***AVG Self Protection*** enables **AVG Internet Security 2014** to protect its own processes, files, registry keys and drivers from being changed or deactivated. The main reason for this kind of protection is that some sophisticated threats try to disarm the antivirus protection, and then freely cause damage to your computer.

We recommend keeping this feature turned on!

3.7.14. Privacy Preferences

The ***Privacy Preferences*** dialog invites you to participate in AVG product improvement, and to help us increase the overall Internet security level. Your reporting helps us collect up-to-date information on the latest threats from all participants worldwide, and in return we can improve protection for everyone. The reporting is made automatically, and therefore does not cause you any inconvenience. No personal data is included in the reports. The reporting of detected threats is optional, however, we do ask you to keep this option switched on. It helps us improve protection for both you and other AVG users.

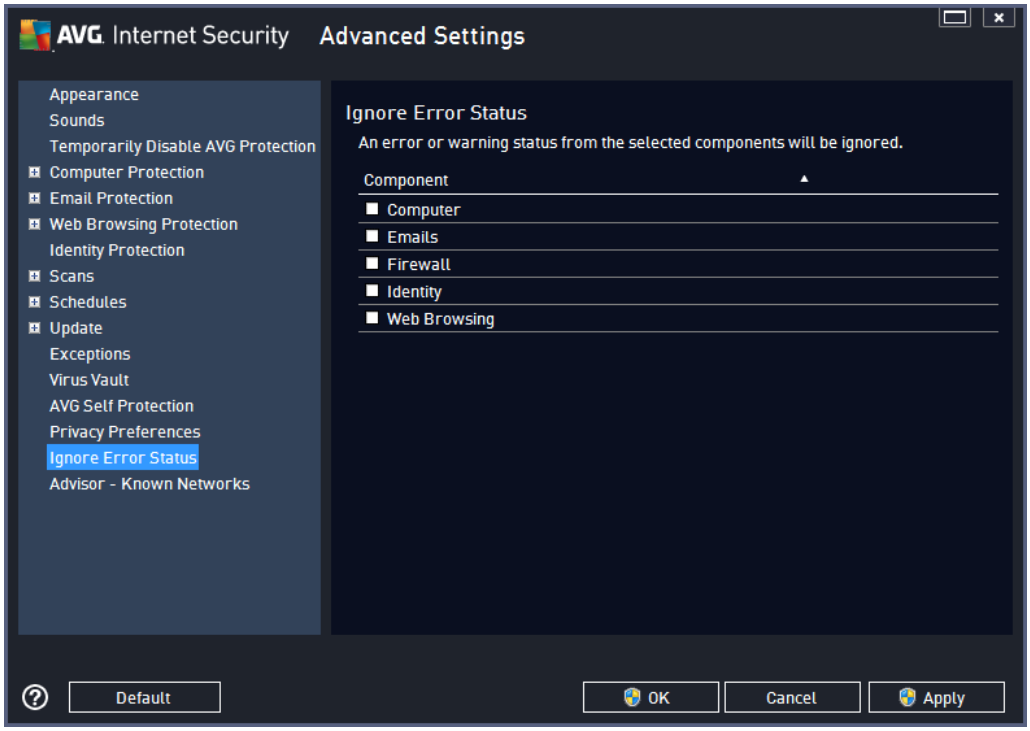
AVG. Internet Security
Advanced Settings
Appearance
Sounds
Temporarily Disable AVG Protection
Computer Protection
Email Protection
Web Browsing Protection
Identity Protection
Scans
Schedules
Update
Exceptions
Virus Vault
AVG Self Protection
Privacy Preferences
Ignore Error Status
Advisor - Known Networks
Privacy Preferences
With your permission, this software can collect anonymous data in accordance with AVG's Privacy Policy. This is used to improve your security and personalize your experience. AVG does not store any personally identifiable information and does not share any information with 3rd parties.
I'd like to help AVG improve its products by participating in AVG's Product Improvement Program.
Allow to send upon user confirmation data about misidentified email.
Send anonymous data about identified or suspicious threats.
Send anonymous data about this software's usage.
Allow in-the-cloud verification of threat detections.
CAUTION: Disabling this feature could impact AVG's ability to protect you correctly. It is strongly recommended to keep this feature enabled.
I'd like AVG to personalize my experience by turning on AVG Personalization
Default
OK
Cancel
Apply

Within the dialog, the following setting options are available:

- ***I'd like to help AVG improve their products by participating in the AVG Product Improvement Program*** *(on by default)* - If you want to help us further improve **AVG Internet Security 2014**, keep the checkbox marked. This will enable all encountered threats to be reported to AVG, so we will be able to collect up-to-date information on malware from all participants worldwide, and in return improve protection for everyone. The report is made automatically, and therefore does not cause you any inconvenience, and no personal data is included in the reports.
    - ***Allow to send upon user confirmation data about misidentified email*** *(on by default)* - send information about email messages incorrectly identified as spam, or about spam messages that were not detected by the Anti-Spam service. When sending this kind of information, you will be asked for confirmation.
    - ***Allow to send anonymous data about identified or suspicious threats*** *(on by default)* - send information about any suspicious or positively dangerous code or behaviour pattern *(can be a virus, spyware, or malicious webpage your are trying to access)* detected on your computer.
    - ***Allow to send anonymous data about product usage*** *(on by default)* - send basic statistics about the application usage, such as number of detections, scans launched, successful or unsuccessful updates etc.
- ***Allow in the cloud verification of detections*** *(on by default)* - detected threats will be checked if really infected, to sort out false positives.
- ***I'd like AVG to personalize my experience by turning on AVG Personalization*** *(off by default)* - this feature anonymously analyzes behavior of programs and applications installed on your PC. Based on this analysis AVG can offer you services targeted directly to your needs, to secure your maximum safety.

3.7.15. Ignore Error Status

In the ***Ignore error status*** dialog you can tick those components that you do not want to get informed about:



By default, no component is selected in this list. It means that if any component is given an error status, you will be informed about it immediately via:

- system tray icon - while all parts of AVG are working properly, the icon is displayed in four colors; however, if an error occurs, the icon appears with a yellow exclamation mark,
- text description of the existing problem in the Security Status Info section of the AVG main window

There might be a situation that for some reason you need to switch a component off temporarily. ***This is not recommended, you should try to keep all components permanently on and in default configuration***, but it may happen. In this case the system tray icon automatically reports the component's error status. However, in this very case we cannot talk about an actual error since you have deliberately induced it yourself, and you are aware of the potential risk. At the same time, once being displayed in grey color, the icon cannot actually report any possible further error that might appear.

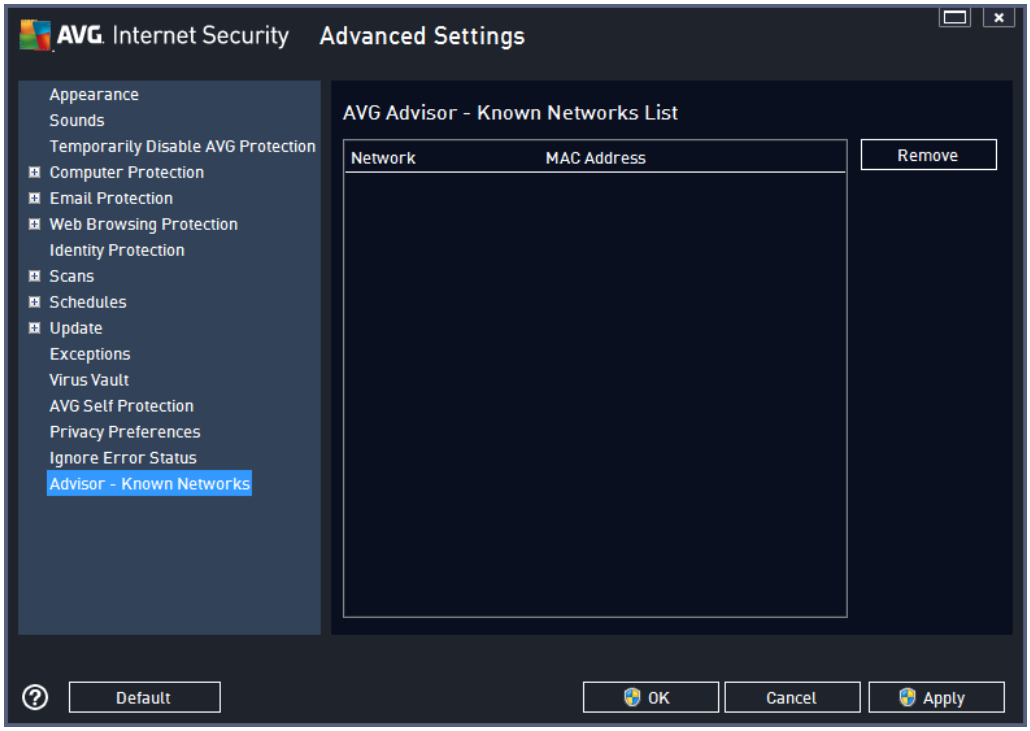
For this situation, within the ***Ignore error status*** dialog you can select components that may be in an error state (*or switched off*) and you do not wish to receive information about it. Press the ***OK*** button to confirm.

3.7.16. Advisor - Known Networks

The AVG Advisor includes a feature that monitors networks you connect to, and if a new network is found *(with an already used network name, which can lead to confusion)* it will notify you and recommend that you check the network's safety. If you decide that the new network is safe to connect to, you can also save it to this list *(Via the link provided in the AVG Advisor tray notification that slides over the system tray once an unknown network is detected. For details please see chapter on AVG Advisor)*. AVG Advisor will then remember the unique attributes of the network *(specifically the MAC address)*, and will not display the notification next time. Each network that you

connect to will be automatically considered the known network, and added to the list. You can delete individual entries by pressing the ***Remove*** button; the respective network will then be considered unknown and potentially unsafe again.

In this dialog window, you can check which networks are considered to be known:



Note: *The known networks feature within AVG Advisor is not supported at Windows XP 64-bit.*

3.8. Firewall Settings

The Firewall configuration opens in a new window where in several dialogs you can set up advanced parameters for the component. Firewall configuration opens in a new window where you can edit the advanced parameters of the component in several configuration dialogs. The configuration can be displayed alternatively in either basic or expert mode. When you first enter the configuration window, it opens in the basic version providing editing of the following parameters:

- General
- Applications
- File and Printer Sharing

At the bottom of the dialog you will fins the ***Expert mode*** button. Press the button to display further items in the dialog navigation for very advanced Firewall configuration:

- Advanced Settings
- Defined Networks

- System Services
- Logs

3.8.1. General

The ***General information*** dialog provides an overview of all available Firewall modes. The current selection of the Firewall mode can be changed by simply selecting another mode from the menu.

However, the software vendor has set up all AVG Internet Security 2014 components to give optimum performance. Unless you have a real reason to do so, do not change the default configuration. Any changes to settings should only be performed by an experienced user!

AVG. Internet Security
General
Applications
File and Printer Sharing
General Information
Automatic mode (recommended)
Firewall will allow or block applications depending on their behavior and whether they are included in the database of trusted applications.
Interactive mode
Firewall will ask you to allow or block every application from your computer.
Block Internet access
Firewall will block all Internet connections.
Disable firewall protection (not recommended)
Firewall will not protect your computer, and all application traffic will be allowed.
Expert mode
OK
Cancel
Apply

Firewall allows you to define specific security rules based on whether your computer is located in a domain, is a standalone computer, or even a notebook. Each of these options requires a different level of protection, and the levels are covered by the respective modes. In short, a Firewall mode is a specific configuration of the Firewall component, and you can use a number of such predefined configurations:

- ***Automatic*** - In this mode, the Firewall handles all network traffic automatically. You will not be invited to make any decisions. Firewall will allow connection for each known application, and at the same time a rule will be created for the application specifying that the application can always connect in the future. For other applications, Firewall will decide whether the connection should be allowed or blocked based on the application's behavior. However, in such a situation the rule will not be created, and the application will be checked again when it tries to connect. ***The automatic mode is quite unobtrusive and recommended for most users.***

- ***Interactive*** - this mode is handy if you want to fully control all network traffic to and from your computer. The Firewall will monitor it for you and notify you of each attempt to communicate or transfer data, enabling you to allow or block the attempt as you see fit. Recommended for advanced users only.

- ***Block access to the Internet*** - Internet connection is completely blocked, you cannot access the Internet and nobody from outside can access your computer. For special and short-time use only.

- ***Turn Firewall protection off*** - disabling Firewall will enable all network traffic to and from your computer. Consequently, this will make it vulnerable to hacker attacks. Please always consider this option carefully.

Please note a specific automatic mode that is also available within Firewall. This mode is silently activated if either the Computer or Identity protection component gets turned off and your computer is therefore more vulnerable. In such cases, Firewall will only automatically allow known and absolutely safe applications. For all others, it will ask you for decision. This is to compensate for the deactivated protection components and to keep your computer safe.

3.8.2. Applications

The ***Application*** dialog lists all applications that have tried to communicate over the network so far, and icons for the assigned action:

The applications in the ***List of applications*** are those detected on your computer (*and assigned respective actions*). The following action types can be used:

- - allow communication for all networks
- - block communication
- - advanced settings defined

Please note that only applications already installed could be detected. By default, when the new application tries to connect over the network for the first time, the Firewall will either create a rule for it automatically according to the trusted database, or ask you whether you wish to allow or block the communication. In the latter case, you will be able to save your answer as a permanent rule (which will be then listed in this dialog).

Of course, you can also define rules for the new application immediately - in this dialog, press ***Add*** and fill in the application's details.

Apart from applications, the list also contains two special items. ***Priority Application Rules*** (*at the top of the list*) are preferential, and are always applied prior to the rules for any individual application. ***Other Applications Rules*** (*at the bottom of the list*) are used as a "last instance", when no specific application rules apply, e.g. for an unknown and undefined application. Select the action that should be triggered when such an application attempts to communicate over the network: Block *(communication will be always blocked)*, Allow *(communication will be allowed over any network)*, Ask *(you will be invited to decide whether the communication should be allowed or blocked)*. ***These items have different setting options from common applications, and are only intended for experienced users. We strongly recommend that you do not modify the settings!***

Control buttons

The list can be edited using the following control buttons:

- ***Add*** - opens an empty dialog for defining new application rules.
- ***Edit*** - opens the same dialog with data provided for editing an existing application's rule set.
- ***Delete*** - removes the selected application from the list.

3.8.3. File and printer sharing

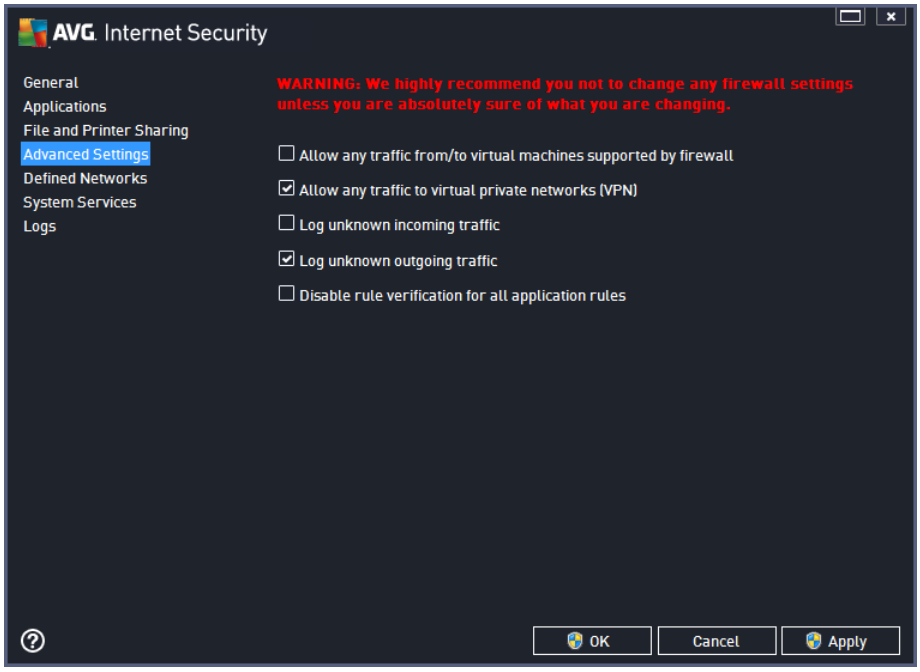
Files and printer sharing in fact means sharing any files or folders that you mark as "Shared" in Windows, common disk units, printers, scanners and all similar devices. Sharing such items is only desirable within networks that can be considered safe *(for example at home, at work or at school)*. However, if you are connected to a public network *(such as an airport Wi-Fi or an Internet café)*, you might not want to share anything. AVG Firewall can easily block or allow the sharing and enables you to save your choice for already visited networks.

AVG Internet Security
General
Applications
File and Printer Sharing
Firewall can automatically switch on and off file and printer sharing depending on where you connect to the Internet. Here you can change settings for the current place or review settings for other places.
File and printer sharing is enabled.
You are currently connected to the network Network 2.
You can change these settings using Windows' Network and Sharing Center.
Expert mode
OK
Cancel
Apply

In the ***File and Printer Sharing*** dialog you can edit the configuration of file and printer sharing, and currently connected networks. With Window XP, the network name responds to the appellation you chose for the specific network when you first connected to it. With Windows Vista and higher, the network name is taken automatically from the Network and Sharing Center.

3.8.4. Advanced settings

Any editing within the Advanced settings dialog is intended for EXPERIENCED USERS ONLY!


AVG. Internet Security
General
Applications
File and Printer Sharing
Advanced Settings
Defined Networks
System Services
Logs
WARNING: We highly recommend you not to change any firewall settings unless you are absolutely sure of what you are changing.
Allow any traffic from/to virtual machines supported by firewall
Allow any traffic to virtual private networks (VPN)
Log unknown incoming traffic
Log unknown outgoing traffic
Disable rule verification for all application rules
OK
Cancel
Apply

The ***Advanced settings*** dialog allows you to opt in/out for the following Firewall parameters:

- ***Allow any traffic from/to virtual machines supported by firewall*** - support for network connection in virtual machines such as VMware.
- ***Allow any traffic to virtual private networks (VPN)*** - support for VPN connections *(used to connect to remote computers)*.
- ***Log unknown incoming/outgoing traffic*** - all communication attempts *(in/out)* by unknown applications will be recorded in the Firewall log.
- ***Disable rule verification for all application rules*** - Firewall continuously monitors all files covered by each application rule. When a modification of the binary file occurs, Firewall will once more try to confirm the application's credibility by standard means, i.e. by verifying its certificate, looking it up in the database of trusted applications, etc. If the application cannot be considered safe, Firewall will further threat the application based on the selected mode:
  - if Firewall runs in the ***Automatic mode***, the application will be allowed, by default;
  - if Firewall runs in the ***Interactive mode***, the application will be blocked, and an ask dialog will appear requesting the user to decide on how the application should be treated.

The desired procedure on how to treat a specific application can be of course defined for each application separately within the Applications dialog.

3.8.5. Defined networks

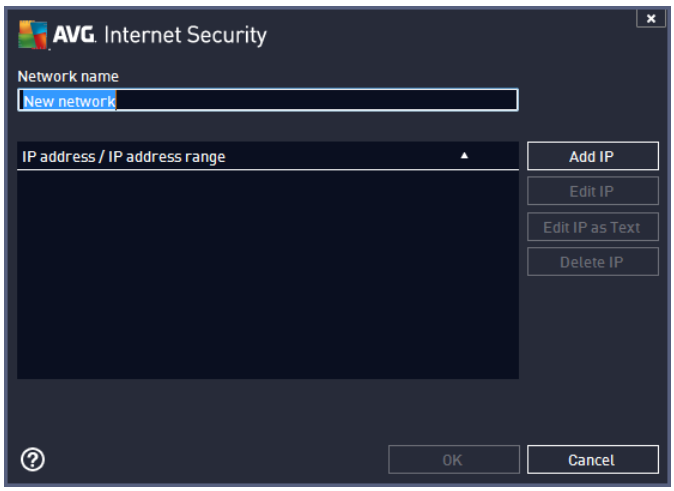
Any editing within the Defined networks dialog is intended for EXPERIENCED USERS ONLY!

The ***Defined networks*** dialog offers a list of all networks that your computer is connected to. The list provides the following information on every detected network:

- ***Networks*** - provides name list of all networks that the computer is connected to.
- ***IP address range*** - each network will be detected automatically and specified in the form of IP address ranges.

Control buttons

- ***Add network*** - opens a new dialog window where you can edit parameters for the newly defined network, i.e. to provide the ***Network name*** and specify the ***IP address range***:

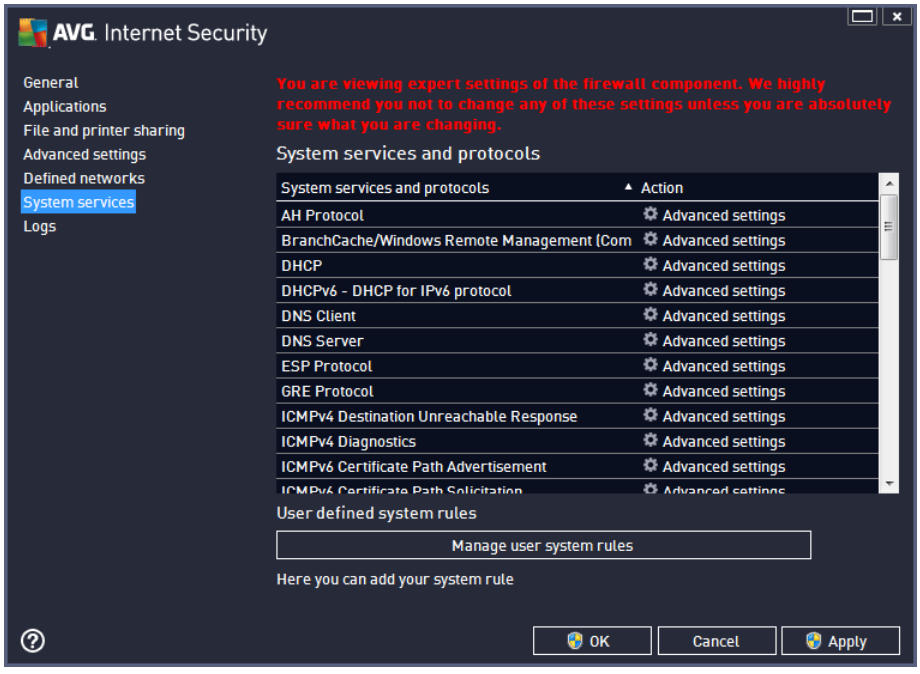


- ***Edit network*** - opens the ***Network properties*** dialog window (*see above*) where you can edit the parameters of an already defined network (*the dialog is identical with the dialog for adding new networks, see the description in the previous paragraph*).

- ***Delete network*** - removes the reference to a selected network from the list of networks.

3.8.6. System services

Any editing within the System services and protocols dialog is intended for EXPERIENCED USERS ONLY!



The ***System services and protocols*** dialog lists Windows standard system services and protocols that might need to communicate over the network. The chart consists of the following columns:

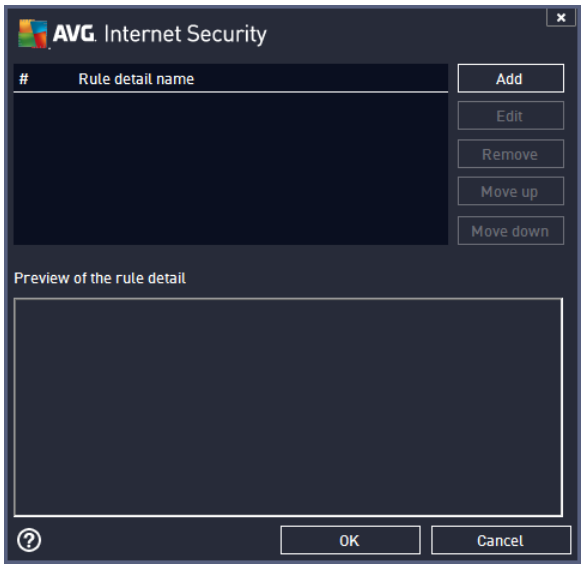
- ***System service and protocols*** - This column shows the name of the respective system service.

- ***Action*** - This column displays an icon for the assigned action:
  - o Allow communication for all networks
  - o Block communication

To edit settings of any item in the list (*including the assigned actions*), right-click the item and select ***Edit***. ***However, editing of system rules should be performed by advanced users only, and it is strongly recommended that you do not edit the system rules!***

User defined system rules

To open a new dialog for defining your own system service rule (*see picture below*), press the ***Manage user system rules*** button. The same dialog opens if you decide to edit configuration of any of the existing items within the system services and protocols list. The top section of the dialog displays an overview of all details of the currently edited system rule, the bottom section then displays the selected detail. A rule details can be edited, added, or deleted by the respective button:



Please bear in mind that detail rule settings are advanced and primarily intended for network administrators who need full control over Firewall configuration. If you are not familiar with types of communication protocols, network port numbers, IP address definitions etc., please do not modify these settings! If you really need to change the configuration, please consult the respective dialog help files for specific details.

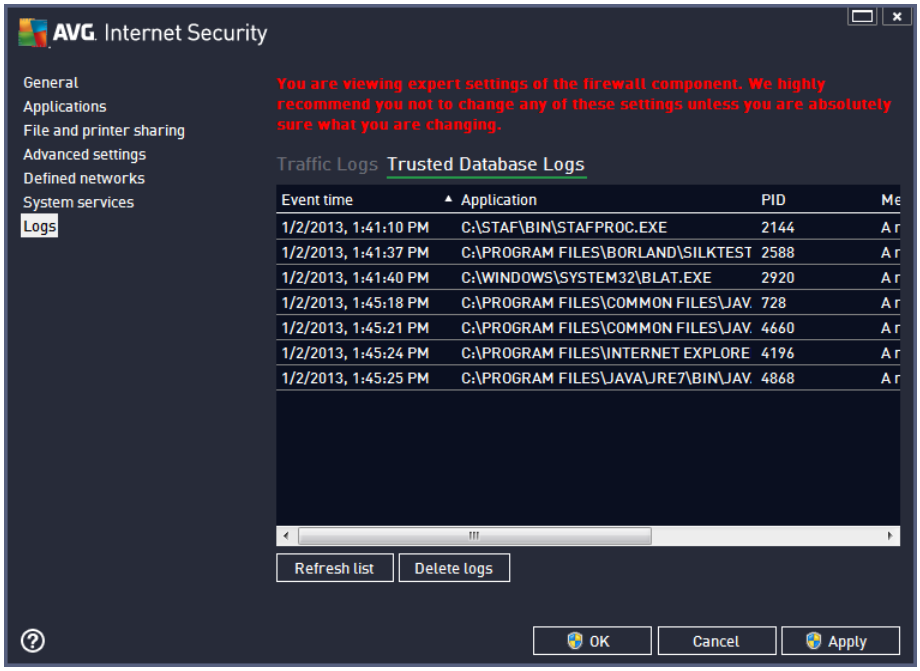
3.8.7. Logs

Any editing within the Logs dialog is intended for EXPERIENCED USERS ONLY!

The ***Logs*** dialog allows you to review the list of all logged Firewall actions and events with a detailed description of relevant parameters displayed on two tabs:

- ***Traffic Logs*** - This tab offers information about activities by all applications that have tried to connect to the network. For each item, you will find information on the event time, application name, respective log action, user name, PID, traffic direction, protocol type, numbers of the remote and local ports, and information on the local and remote IP address.

- ***Trusted Database Logs*** - *Trusted database* is AVG's internal database for collecting information on certified and trusted applications that can always be allowed to communicate online. The first time a new application tries to connect to the network (*i.e. where there is no firewall rule specified for this application yet*), it is necessary to find out whether the network communication should be allowed for the respective application. First, AVG searches the *Trusted database*, and if the application is listed, it will be automatically granted access to the network. Only after that, provided there is no information on the application available in the database, you will be asked in a stand-alone dialog whether you want to allow the application to access network.


AVG. Internet Security
General
Applications
File and printer sharing
Advanced settings
Defined networks
System services
Logs
You are viewing expert settings of the firewall component. We highly recommend you not to change any of these settings unless you are absolutely sure what you are changing.
Traffic Logs
Trusted Database Logs
Event time
Application
PID
1/2/2013, 1:41:10 PM C:\STAF\BIN\STAFPROC.EXE 2144
1/2/2013, 1:41:37 PM C:\PROGRAM FILES\BORLAND\SILKTEST 2588
1/2/2013, 1:41:40 PM C:\WINDOWS\SYSTEM32\BLAT.EXE 2920
1/2/2013, 1:45:18 PM C:\PROGRAM FILES\COMMON FILES\JAV 728
1/2/2013, 1:45:21 PM C:\PROGRAM FILES\COMMON FILES\JAV 4660
1/2/2013, 1:45:24 PM C:\PROGRAM FILES\INTERNET EXPLORE 4196
1/2/2013, 1:45:25 PM C:\PROGRAM FILES\JAVA\JRE7\BIN\JAV 4868
Refresh list
Delete logs
OK
Cancel
Apply

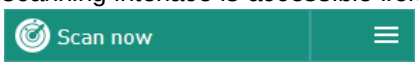
Control buttons

- ***Refresh list*** - all logged parameters can be arranged according to the selected attribute: chronologically (*dates*) or alphabetically (*other columns*) - just click the respective column header. Use the ***Refresh list*** button to update the currently displayed information.

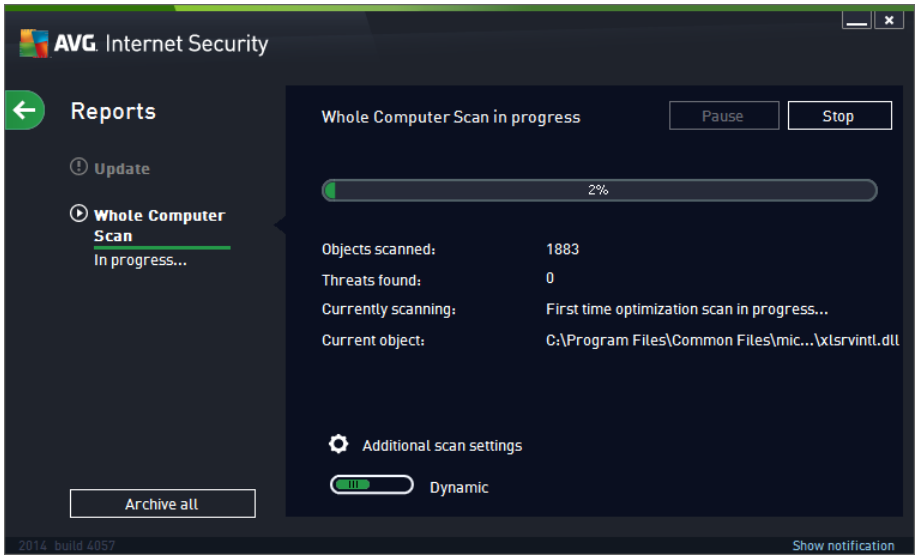
- ***Delete logs*** - press to delete all entries in the chart.

3.9. AVG Scanning

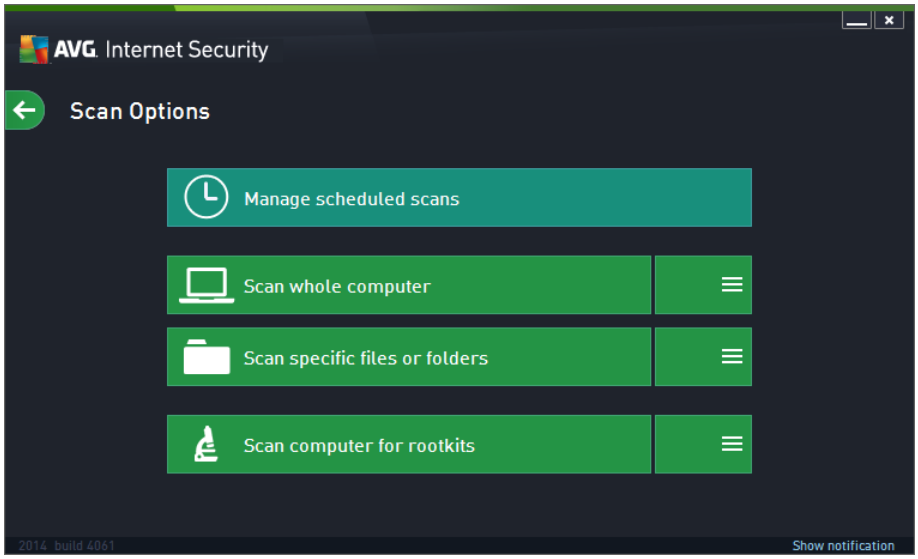
By default, **AVG Internet Security 2014** does not run any scans, as after the initial one *(that you will be invited to launch*), you should be perfectly protected by the resident components of **AVG Internet Security 2014** that are always on guard, and do no let any malicious code get into your computer. Of course, you can schedule a scan to run at regular intervals, or manually launch a scan according to your needs any time.

The AVG scanning interface is accessible from the main user interface via the button graphically divided into two sections: 

- ***Scan now*** - Press the button to link to launch the Whole Computer Scan immediately, and watch its progress and results in the automatically opened Reports window:



- ***Options*** - Select this button *(graphically displayed as three horizontal lines in a green field)* to open the ***Scan Options*** dialog where you can manage scheduled scans and edit parameters of the Whole Computer Scan / Scan of Specific Files or Folders:



In the ***Scan Options*** dialog, you can see three main scan configuration sections:

- ***Manage schedules scans*** - Click this option to open a new dialog with an overview of all scan schedules. Before you define your own scans, you will only be able to see one scheduled scan predefined by the software vendor listed in the chart. The scan is turned off, by default. To turn it on, right-click on it and select the *Enable task* option from the context menu. Once the scheduled scan is enabled, you may edit its configuration via the *Edit scan schedule* button. You can also click the *Add scan schedule* button to create a new scan schedule of your own.

- ***Scan whole computer / Settings*** - The button is divided into two sections. Click the *Scan whole computer* option to immediately launch the scanning of the entire of your computer *(for details on the scan of the whole computer please see the respective chapter called Predefined scans / Scan whole computer)*. Clicking the *Settings* section will take you to the configuration dialog of the whole computer scan.

- ***Scan specific files or folders / Settings*** - Again, the button is divided into two sections. Click the *Scan specific files or folders* option to immediately launch the scanning of selected areas of your computer *(for details on the scan of the selected files or folders please see the respective chapter called Predefined scans / Scan specific files or folders)*. Clicking the *Settings* section will take you to the configuration dialog of the specific files or folders scan.

- ***Scan computer for rootkits / Settings*** - The left section of the button labeled *Scan computer for rootkits* launches the immediate anti-rootkit scanning *(for details on the rootkit scan please see the respective chapter called Predefined scans / Scan computer for rootkits)*. Clicking the *Settings* section will take you to the configuration dialog of the rootkit scan .

3.9.1. Predefined Scans

One of the main features of **AVG Internet Security 2014** is on-demand scanning. On-demand tests are designed to scan various parts of your computer whenever suspicion about possible virus infection arises. Anyway, it is strongly recommended that you carry out such tests regularly even if you think that no virus can be found on your computer.

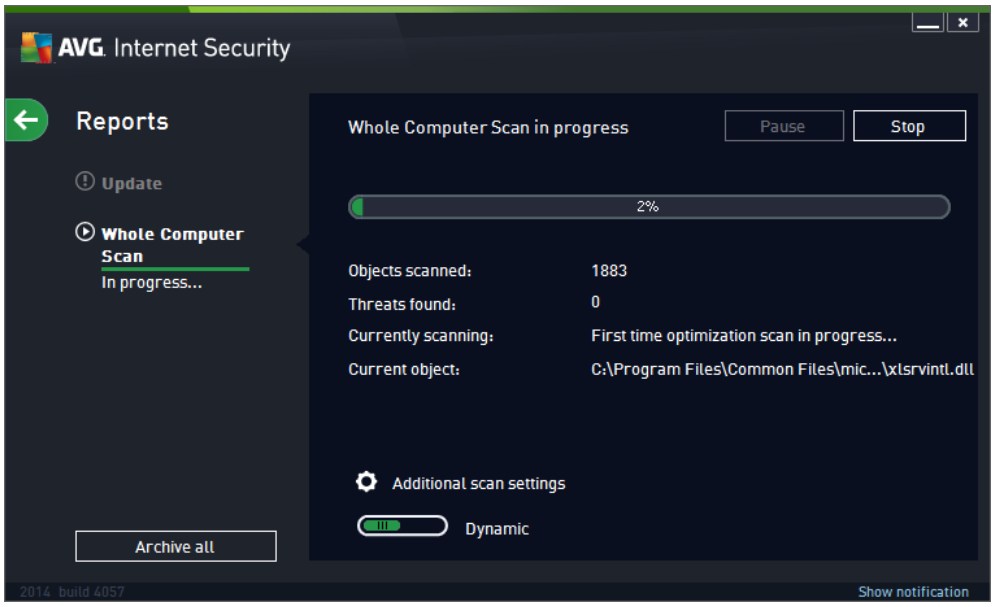
In the **AVG Internet Security 2014** you will find the following types of scan predefined by the software vendor:

3.9.1.1. Scan whole computer

Whole computer scan scans your entire computer for possible infections and/or potentially unwanted programs. This test will scan all hard drives on your computer, will detect and heal any virus found, or remove the detected infection to the Virus Vault. Scanning the whole of your computer should be scheduled on your computer at least once a week.

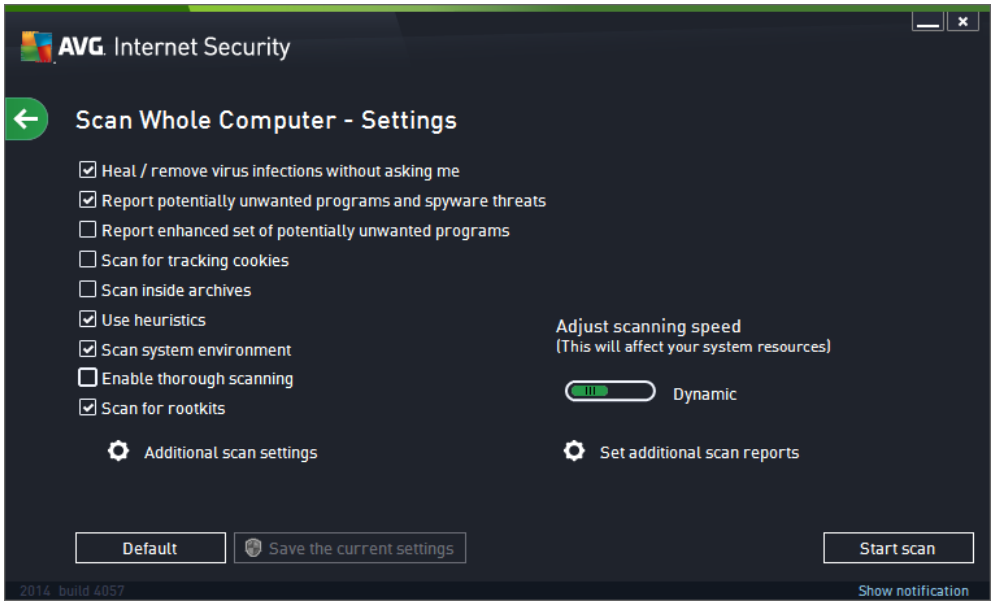
Scan launch

The ***Whole computer scan*** can be launched directly from the main user interface by clicking on the ***Scan now*** button. No further specific settings have to be configured for this type of scan; the scan will start immediately. Within the ***Whole computer scan in progress*** dialog (*see screenshot*) you can watch its progress and results. The scan can be temporarily interrupted (***Pause***) or canceled (***Stop***) if needed.



Scan configuration editing

You can edit the ***Whole computer scan*** configuration in the ***Scan whole computer - Settings*** dialog *(the dialog is accessible via the Settings link for the Whole computer scan within the Scan options dialog).* ***It is recommended that you keep the default settings unless you have a valid reason to change them!***

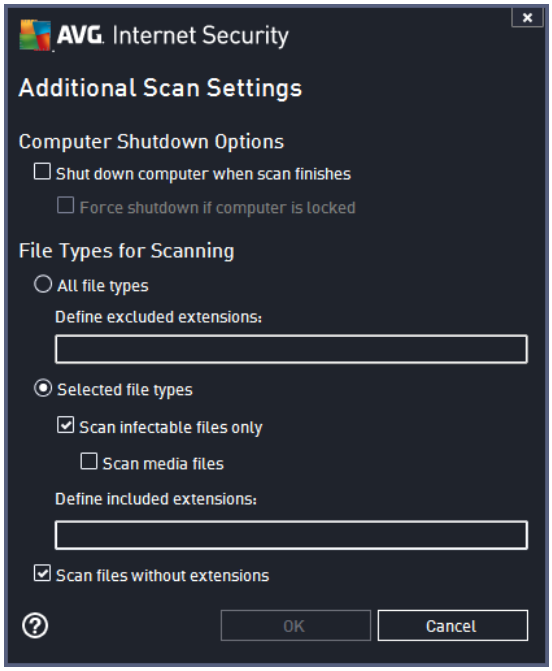


In the list of scanning parameters you can switch on/off specific parameters as needed:

- ***Heal / remove virus infection without asking me*** *(on by default)* - If a virus is identified during scanning it can be healed automatically if a cure is available. If the infected file cannot be healed automatically, the infected object will be moved to the Virus Vault.
- ***Report Potentially Unwanted Programs and Spyware threats*** *(on by default)* - Check to activate the scanning for spyware as well as for viruses. Spyware represents a questionable malware category: even though it usually represents a security risk, some of these programs can be installed intentionally. We recommend that you keep this feature activated as it increases your computer security.
- ***Report enhanced set of Potentially Unwanted Programs*** *(off by default)* - Mark to detect extended packages of spyware: programs that are perfectly ok and harmless when acquired from the manufacturer directly, but can be misused for malicious purposes later. This is an additional measure that increases your computer security even more, however it may block legal programs, and is therefore switched off by default.
- ***Scan for Tracking Cookies*** *(off by default)* - This parameter specifies that cookies should be detected *(HTTP cookies are used for authenticating, tracking, and maintaining specific information about users, such as site preferences or the contents of their electronic shopping carts)*.
- ***Scan inside archives*** *(off by default)* - This parameter specifies that scanning should check all files stored inside archives, e.g. ZIP, RAR, ...
- ***Use Heuristics*** *(on by default)* - Heuristic analysis *(dynamic emulation of the scanned object's instructions in a virtual computer environment)* will be one of the methods used for virus detection during scanning.
- ***Scan system environment*** *(on by default)* - Scanning will also check the system areas of your computer.
- ***Enable thorough scanning*** *(off by default)* - In specific situations *(suspicions about your computer being infected)* you may check this option to activate the most thorough scanning algorithms that will scan even those areas of your computer that rarely get infected, just to be absolutely sure. Remember though that this method is rather time-consuming.

- ***Scan for rootkits*** *(on by default)*: includes anti-rootkit scanning into the scanning of the whole computer. The anti-rootkit scan can be also launched separately.

- ***Additional scan settings*** - the link opens a new Additional scan settings dialog where you can specify the following parameters:



  - ***Computer shutdown options*** - decide whether the computer should be shut down automatically once the running scanning process is over. Having confirmed this option (***Shutdown computer upon scan completion***), a new option activates that allows the computer to shut down even if it is currently locked (***Force shutdown if computer is locked***).

  - ***File types for scanning*** - you should also decide whether you want scan:

    - ***All file types*** with the option of defining exceptions from scanning by providing a list of comma separated file extensions that should not be scanned;

    - ***Selected file types*** - you can specify that you want to scan only files that can be infected (*files that cannot get infected will not be scanned, for instance some plain text files, or some other non-executable files*), including media files (*video, audio files - if you leave this box unchecked, it will reduce the scanning time even more, because these files are often quite large and are not likely to be infected by a virus*). Again, you can specify by extensions which files should always be scanned.

    - Optionally, you can decide to ***Scan files without extension*** - this option is on by default, and it is recommended that you keep it so unless you have a real reason to change it. Files with no extensions are rather suspicious and should be scanned at all times.

- ***Adjust how quickly scan completes*** - you can use the slider to change the scanning process priority. By default, this option value is set to the *user sensitive* level of automatic resource usage. Alternatively, you can run the scanning process slower which means the system resources load will be minimized (*useful when you need to work on the computer but you do not care so much how long the scanning takes*), or

faster with increased system resource requirements (*e.g. when the computer is temporarily unattended*).

- ***Set additional scan reports*** - the link opens a new ***Scan reports*** dialog where you can select what types of possible findings should be reported:

Warning: *These scan settings are identical to the parameters for a newly defined scan - as described in the AVG Scanning / Scan scheduling/ How to Scan chapter. Should you decide to change the default configuration of the* ***Scan the whole computer*** *you can then save your new setting as the default configuration to be used for all further scans for the whole computer.*

3.9.1.2. Scan specific files or folders

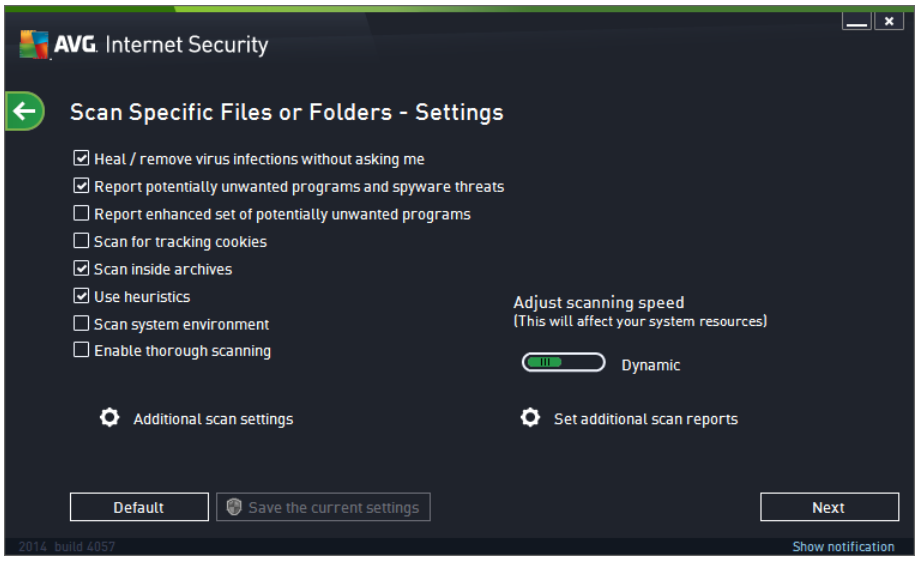
Scan Specific Files or Folders - scans only those areas of your computer that you have selected to be scanned (*selected folders, hard disks, floppy discs, CDs, etc.*). The scanning progress in case of virus detection and its treatment is the same as when scanning the whole computer: any virus found is healed or removed to the Virus Vault. Specific files or folders scanning can be used to set up your own tests and their scheduling based on your needs.

Scan launch

The ***Scan of specific files or folders*** can be launched directly from the Scan options dialog by clicking on the **Scan specific files or folders** button. A new dialog called ***Select specific files or folders for scanning*** opens. In the tree structure of your computer select those folders you want to scan. The path to each selected folder will be generated automatically and appear in the text box in the upper part of this dialog. There is also the option of having a specific folder scanned while all its sub folders are excluded from this scan; to do that write a minus sign "**-**" in front of the automatically generated path (*see screenshot*). To exclude the entire folder from scanning use the "!" parameter. Finally, to launch the scan, press the ***Start scan*** button; the scanning process itself is basically identical to the Whole computer scan.

Scan configuration editing

You can edit the ***Scan Specific Files or Folders*** configuration in the ***Scan Specific Files or Folders - Settings*** dialog *(the dialog is accessible via the Settings link for the Scan specific files or folders within the Scan options dialog).* ***It is recommended that you keep the default settings unless you have a valid reason to change them!***



In the list of scanning parameters you can switch specific parameters on/off as needed:

- ***Heal / remove virus infection without asking me*** *(on by default)*: If a virus is identified during scanning it can be healed automatically if a cure is available. If the infected file cannot be healed automatically, the infected object will be moved to the Virus Vault.

- ***Report Potentially Unwanted Programs and Spyware threats*** *(on by default)*: Check to activate scanning for spyware as well as for viruses. Spyware represents a questionable malware category: even though it usually represents a security risk, some of these programs can be installed intentionally. We

recommend that you keep this feature activated as it increases your computer security.

- ***Report enhanced set of Potentially Unwanted Programs*** *(off by default)*: Mark to detect extended packages of spyware: programs that are perfectly ok and harmless when acquired from the manufacturer directly, but can be misused for malicious purposes later. This is an additional measure that increases your computer security even more, however it may block legal programs, and is therefore switched off by default.

- ***Scan for Tracking Cookies*** *(off by default)*: This parameter specifies that cookies should be detected *(HTTP cookies are used for authenticating, tracking, and maintaining specific information about users, such as site preferences or the contents of their electronic shopping carts)*.

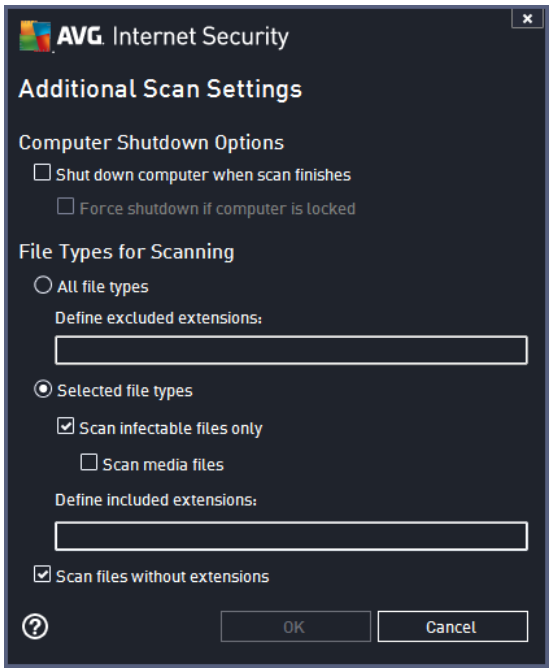
- ***Scan inside archives*** *(on by default)*: This parameters defines that scanning should check all files stored inside archives, e.g. ZIP, RAR, ...

- ***Use Heuristics*** *(on by default)*: Heuristic analysis *(dynamic emulation of the scanned object's instructions in a virtual computer environment)* will be one of the methods used for virus detection during scanning.

- ***Scan system environment*** *(off by default)*: Scanning will also check the system areas of your computer.

- ***Enable thorough scanning*** *(off by default)*: In specific situations *(suspicions about your computer being infected)* you may check this option to activate the most thorough scanning algorithms that will scan even those areas of your computer that rarely get infected, just to be absolutely sure. Remember though that this method is rather time-consuming.

- ***Additional scan settings*** - The link opens a new ***Additional scan settings*** dialog where you can specify the following parameters:



  - ***Computer shutdown options*** - decide whether the computer should be shut down automatically once the running scanning process is over. Having confirmed this option (***Shutdown computer upon scan completion***), a new option activates that allows the computer to shut down even if it is

currently locked (***Force shutdown if computer is locked***).

- ***File types for scanning*** - you should also decide whether you want to scan:
  - ***All file types*** with the option of defining exceptions from scanning by providing a list of comma separated file extensions that should not be scanned;
  - ***Selected file types*** - you can specify that you want to scan only files that can be infected (*files that cannot get infected will not be scanned, for instance some plain text files, or some other non-executable files*), including media files (*video, audio files - if you leave this box unchecked, it will reduce the scanning time even more, because these files are often quite large and are not likely to be infected by a virus*). Again, you can specify by extensions which files should always be scanned.
  - Optionally, you can decide to ***Scan files without extension*** - this option is on by default, and it is recommended that you keep it so unless you have a real reason to change it. Files with no extensions are rather suspicious and should be scanned at all times.

- ***Adjust how quickly scan completes*** - you can use the slider to change the scanning process priority. By default, this option value is set to the *user sensitive* level of automatic resource usage. Alternatively, you can run the scanning process slower which means the system resources load will be minimized (*useful when you need to work on the computer but you do not care so much how long the scanning takes*), or faster with increased system resources requirements (*e.g. when the computer is temporarily unattended*).
- ***Set additional scan reports*** - the link opens a new ***Scan Reports*** dialog where you can select what types of potential findings should be reported:

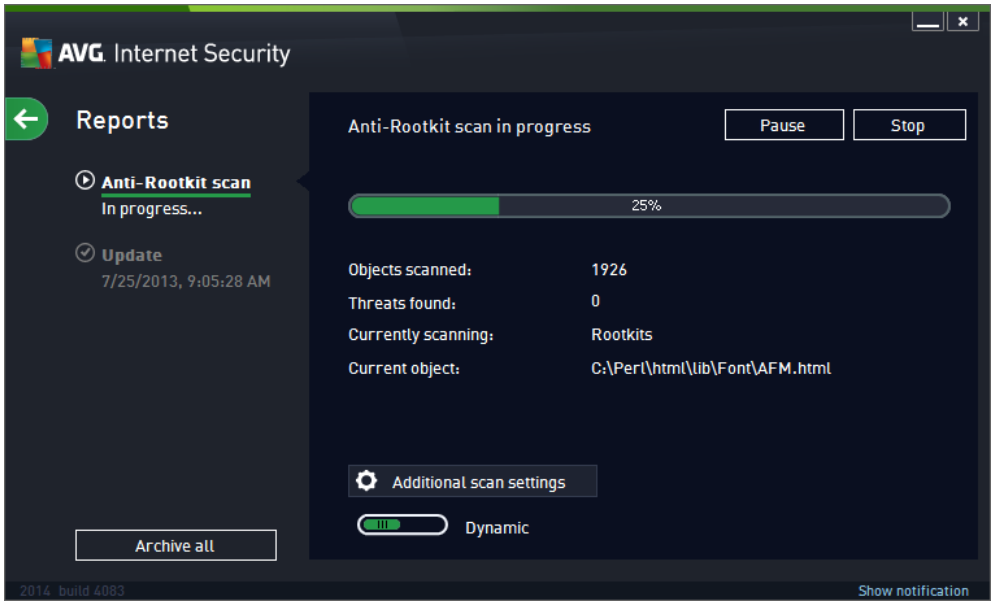
Warning: *These scan settings are identical to the parameters for a newly defined scan - as described in the AVG Scanning / Scan scheduling/ How to Scan chapter. Should you decide to change the default configuration of the* ***Scan specific files or folders*** *you can then save your new setting as the default configuration to be used for all further scans of specific files or folders. Also, this configuration will be used as a template for all of your newly scheduled scans (all customized scans are based on the current configuration of the Scan of selected files or folders).*

3.9.1.3. Scan computer for rootkits

Scan computer for rootkits is detecting and effectively removing dangerous rootkits, i.e. programs and technologies that can camouflage the presence of malicious software on your computer. A rootkit is designed to take fundamental control of a computer system, without authorization by the system's owners and legitimate managers. The scan is able to detect rootkits based on a predefined set of rules. If a rootkit is found, it does not necessarily mean it is infected. Sometimes, rootkits are used as drivers or they are a part of correct applications.

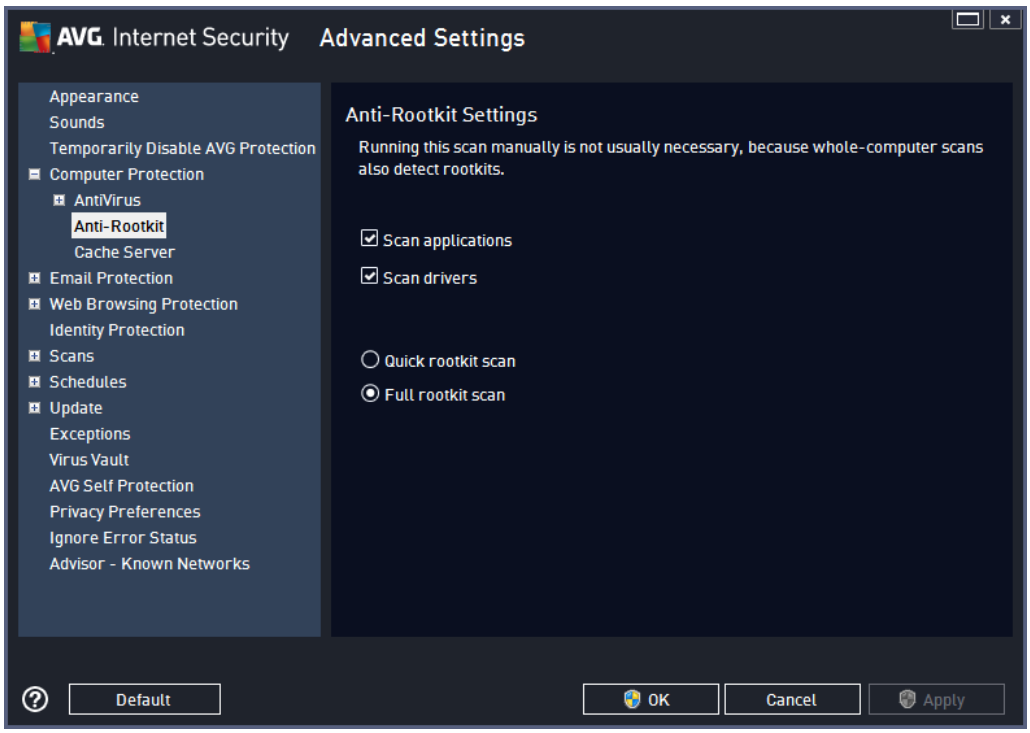
Scan launch

Scan computer for rootkits can be launched directly from the Scan options dialog by clicking on the ***Scan computer for rootkits*** button. A new dialog called ***Anti-rootkit scan in progress*** opens showing the progress of the launched scan:



Scan configuration editing

You can edit the Anti-Rootkit scan configuration in the ***Anti-Rootkit Settings*** dialog *(the dialog is accessible via the Settings link for the Scan computer for rootkits scan within the Scan options dialog).* ***It is recommended that you keep the default settings unless you have a valid reason to change them!***

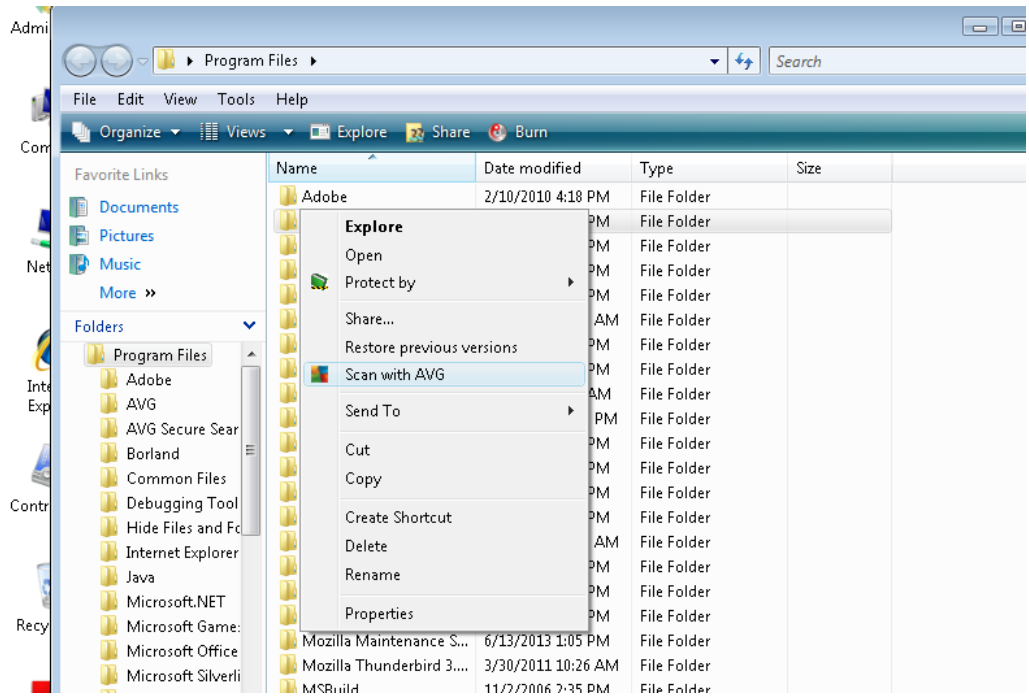


Scan applications and ***Scan drivers*** enable you to specify in detail what should be included in anti-rootkit scanning. These settings are intended for advanced users; we recommend that you keep all options switched on. You can also pick the rootkit scanning mode:

- ***Quick rootkit scan*** - scans all running processes, all loaded drivers, and also the system folder (*most typically c:\Windows*)
- ***Full rootkit scan*** - scans all running processes, all loaded drivers, and also the system folder (*most typically c:\Windows*), plus all local disks (*including the flash disk, but excluding floppy disk/CD drives*)

3.9.2. Scanning in Windows Explorer

Besides the pre-defined scans launched for the entire computer or its selected areas, **AVG Internet Security 2014** also offers the option of quick scanning of a specific object directly in the Windows Explorer environment. If you want to open an unknown file and you cannot be sure of its content, you may want to have it checked on demand. Follow these steps:



- Within Windows Explorer highlight the file *(or folder)* you want to check
- Right-click your mouse over the object to open the context menu
- Select the ***Scan with AVG*** option to have the file scanned with **AVG Internet Security 2014**

3.9.3. Command Line Scanning

Within **AVG Internet Security 2014** there is the option of running the scan from the command line. You can use this option for instance on servers, or when creating a batch script to be launched automatically after the computer boot. From the command line, you can launch the scan with most parameters as offered in the AVG graphical user interface.

To launch the AVG scan from the command line, run the following command within the folder where AVG is installed:

- ***avgscanx*** for 32 bits OS
- ***avgscana*** for 64 bits OS

Syntax of the command

The syntax of the command follows:

- ***avgscanx /parameter*** ... e.g. ***avgscanx /comp*** for scanning the whole computer
- ***avgscanx /parameter /parameter*** .. with multiple parameters these should be lined up in a row and separated by a space and a slash character
- if a parameter requires specific value to be provided (e.g. the ***/scan*** parameter that requires information on the selected areas of your computer that are to be scanned, and you have to provide an exact path to the

selected section), the values are separated by semicolons, for instance: ***avgscanx /scan=C:\;D:***

Scanning parameters

To display a complete overview of available parameters, type the respective command together with the parameter /? or /HELP (e.g. ***avgscanx /?***). The only obligatory parameter is /SCAN to specify what areas of the computer should be scanned. For a more detailed explanation of the options, see the command line parameters overview.

To run the scan press ***Enter***. During scanning you can stop the process using ***Ctrl+C*** or ***Ctrl+Pause***.

CMD scanning launched from graphic interface

When you run your computer in Windows Safe Mode, there is also an option to launch the command line scan from the graphic user interface. The scan itself will be launched from the command line, the ***Command Line Composer*** dialog only allows you to specify most scanning parameters in the comfortable graphic interface.

Since this dialog is only accessible within the Windows Safe Mode, for a detailed description of this dialog please consult the help file opened directly from the dialog.

3.9.3.1. CMD Scan Parameters

There follows a list of all parameters available for command line scanning:

- /SCAN Scan specific files or folders /SCAN=path;path *(e.g. /SCAN=C:\;D:\)*
- /COMP Whole Computer scan
- /HEUR Use heuristic analysis
- /EXCLUDE Exclude path or files from scan
- /@ Command file /file name/
- /EXT Scan these extensions /for example EXT=EXE,DLL/
- /NOEXT Do not scan these extensions /for example NOEXT=JPG/
- /ARC Scan archives
- /CLEAN Clean automatically
- /TRASH Move infected files to the Virus Vault
- /QT Quick test
- /LOG Generate a scan result file
- /MACROW Report macros
- /PWDW Report password-protected files
- /ARCBOMBSW Report archive bombs *(repeatedly compressed archives)*

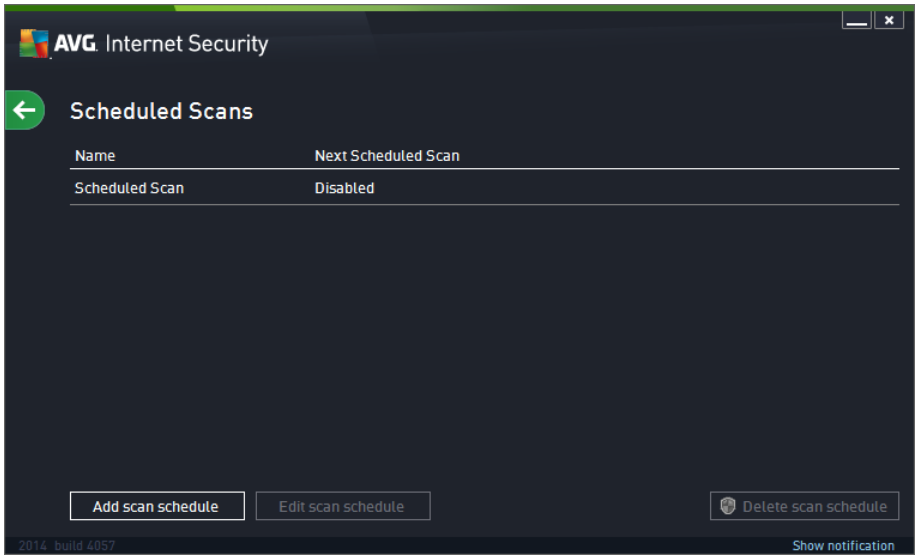
- /IGNLOCKED Ignore locked files
- /REPORT Report to file /file name/
- /REPAPPEND Append to the report file
- /REPOK Report uninfected files as OK
- /NOBREAK Do not allow CTRL-BREAK to abort
- /BOOT Enable MBR/BOOT check
- /PROC Scan active processes
- /PUP Report Potentially unwanted programs
- /PUPEXT Report enhanced set of Potentially unwanted programs
- /REG Scan registry
- /COO Scan cookies
- /? Display help on this topic
- /HELP Display help on this topic
- /PRIORITY Set scan priority /Low, Auto, High/ *(see Advanced settings / Scans)*
- /SHUTDOWN Shutdown computer upon scan completion
- /FORCESHUTDOWN Force computer shutdown upon scan completion
- /ADS Scan Alternate Data Streams *(NTFS only)*
- /HIDDEN Report files with hidden extensions
- /INFECTABLEONLY Scan files with infectable extensions only
- /THOROUGHSCAN Enable thorough scanning
- /CLOUDCHECK Check for false positives
- /ARCBOMBSW Report re-compressed archive files

3.9.4. Scan Scheduling

With **AVG Internet Security 2014** you can run scan on demand *(for instance when you suspect an infection has penetrated your computer)* or based on a scheduled plan. It is highly recommended that you run the scans based on a schedule: this way you can make sure your computer is protected from any possibility of getting infected, and you will not have to worry about if and when to launch the scan. You should launch the Whole Computer scan regularly, at least once a week. However, if possible, launch the scan of your entire computer daily - as set up in the scan schedule default configuration. If the computer is "always on" then you can schedule scans out of working hours. If the computer is sometimes switched off, then schedule scans to occur on computer start-up when the

task has been missed.

The scan schedule can be created / edited in the ***Scheduled scans*** dialog that is accessible via the ***Manage scheduled scan*** button within the Scan options dialog. In the new ***Scheduled Scan*** dialog you can see a complete overview of all currently scheduled scans:

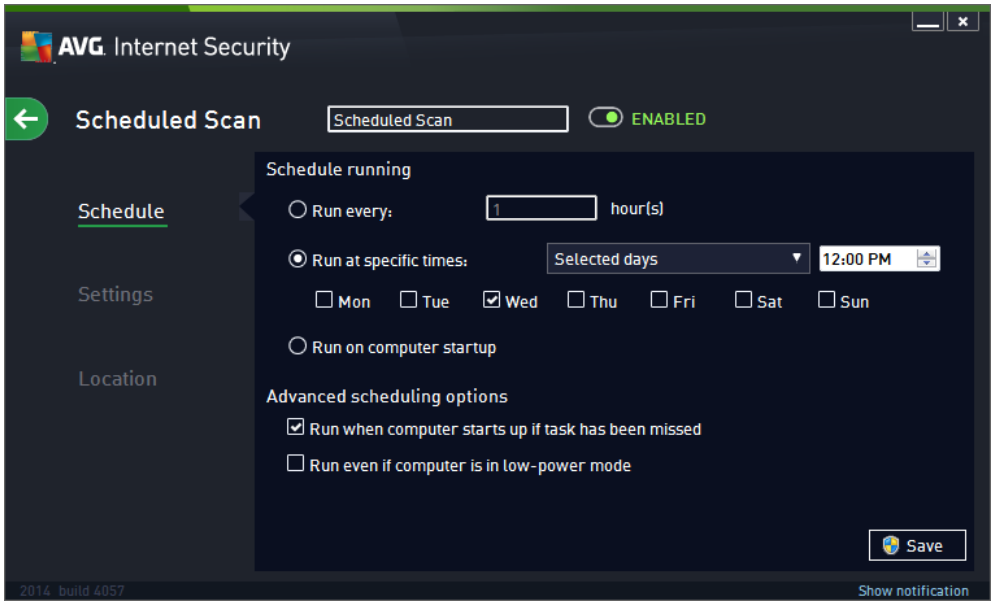


In the dialog you can specify your own scans. Use the ***Add scan schedule*** button to create a new scan schedule of your own. The parameters of the scheduled scan can be edited (*or a new schedule set up*) on three tabs:

- Schedule
- Settings
- Location

On each tab you can simply switch the "traffic light" button to deactivate the scheduled test temporarily, and switch it on again as the need arises.

3.9.4.1. Schedule



In the upper part of the ***Schedule*** tab you can find the text field where you can specify the name of the scan schedule that is currently being defined. Try to always use brief, descriptive, and apt names for scans to make it easier to later differentiate the scan from others. For example, it is not appropriate to call the scan by the name "New scan" or "My scan" since these names do not refer to what the scan actually checks. On the other hand, an example of a good descriptive name would be "System area scan" etc.

In this dialog you can further define the following parameters of the scan:

- ***Schedule running*** - Here, you can specify time intervals for the newly scheduled scan launch. The timing can either be defined by the repeated scan launch after a certain period of time *(Run every ...)* or by defining an exact date and time *(Run at specific times)*, or possibly by defining an event that the scan launch should be associated with *(Run on computer startup)*.

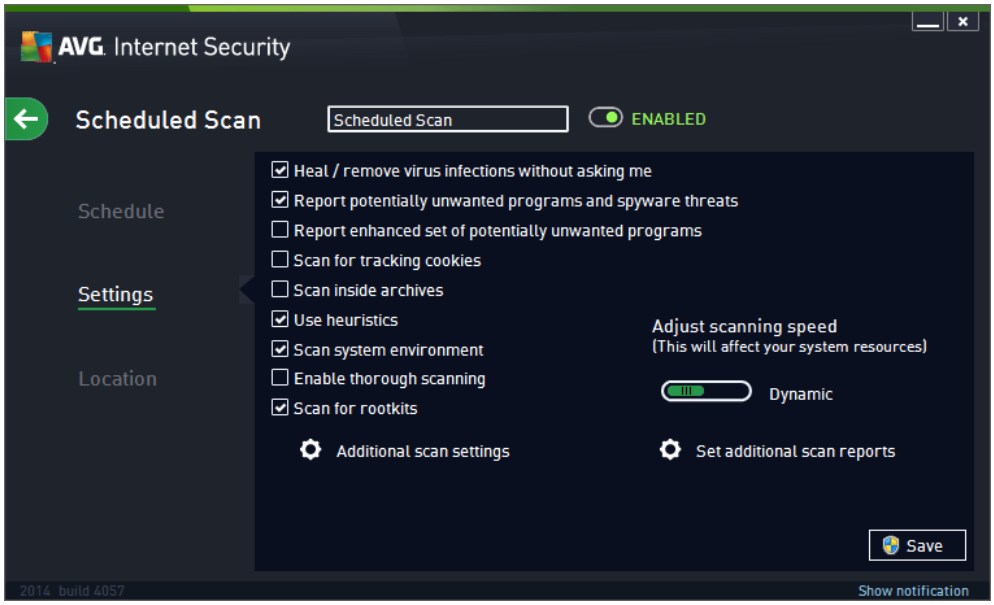
- ***Advanced schedule options*** - This section allows you to define under which conditions the scan should/ should not be launched if the computer is in low power mode or switched off completely. Once the scheduled scan is launched in the time you have specified, you will be informed on this fact via a pop-up window opened over the AVG system tray icon. A new AVG system tray icon then appears (in full color with a flash light) informing a scheduled scan is running. Right-click on the running scan AVG icon to open a context menu where you can decide to pause or even stop the running scan, and also change the priority of the currently running scan.

Controls in the dialog

- ***Save*** - Saves all changes you have performed on this tab or on any other tab on this dialog, and switches back to the Scheduled scans overview. Therefore if you wish to configure the test parameters on all tabs, press the button to save them only after you have specified all your requirements.

- - Use the green arrow in the upper left section of the dialog to get back to the Scheduled scans overview.

3.9.4.2. Settings



In the upper part of the ***Settings*** tab you can find the text field where you can specify the name of the scan schedule that is currently being defined. Try to always use brief, descriptive, and apt names for scans to make it easier to later differentiate the scan from others. For example, it is not appropriate to call the scan by the name "New scan" or "My scan" since these names do not refer to what the scan actually checks. On the other hand, an example of a good descriptive name would be "System area scan" etc.

On the ***Settings*** tab you will find a list of scanning parameters that can be optionally switched on/off. ***Unless you have a valid reason to change these settings we recommend that you keep the predefined configuration***:

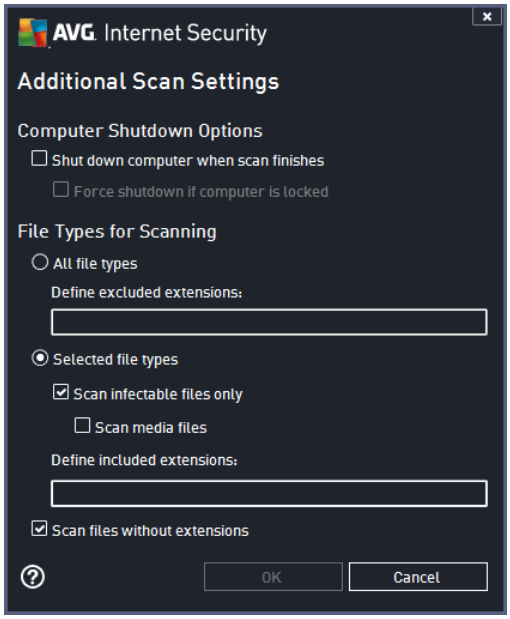
- ***Heal / remove virus infection without asking me*** *(on by default):* if a virus is identified during scanning it can be healed automatically if a cure is available. If the infected file cannot be healed automatically, the infected object will be moved to the Virus Vault.
- ***Report potentially unwanted programs and spyware threats*** *(on by default):* check to activate scanning for spyware as well as for viruses. Spyware represents a questionable malware category: even though it usually represents a security risk, some of these programs can be installed intentionally. We recommend that you keep this feature activated as it increases your computer security.
- ***Report enhanced set of potentially unwanted programs*** (*off by default*): mark to detect extended packages of spyware: programs that are perfectly ok and harmless when acquired from the manufacturer directly, but can be misused for malicious purposes later. This is an additional measure that increases your computer security even more, however it may block legal programs, and is therefore switched off by default.
- ***Scan for tracking cookies*** (*off by default*): this parameter specifies that cookies should be detected during scanning; (*HTTP cookies are used for authenticating, tracking, and maintaining specific information about users, such as site preferences or the contents of their electronic shopping carts*).
- ***Scan inside archives*** (*off by default*): this parameter specifies that the scanning should check all files even if they are stored inside an archive, e.g. ZIP, RAR, ...
- ***Use heuristics*** (*on by default*): heuristic analysis (*dynamic emulation of the scanned object's instructions*

in a virtual computer environment) will be one of the methods used for virus detection during scanning.

- ***Scan system environment*** (*on by default*): scanning will also check the system areas of your computer.
- ***Enable thorough scanning*** (*off by default):* in specific situations (*suspicious of your computer being infected*) you may check this option to activate the most thorough scanning algorithms that will scan even those areas of your computer that rarely get infected, just to be absolutely sure. Remember though that this method is rather time-consuming.
- ***Scan for rootkits*** *(on by default):* Anti-Rootkit scan searches your computer for possible rootkits, i.e. programs and technologies that can cover malware activity in your computer. If a rootkit is detected, this does not necessarily mean your computer is infected. In some cases, specific drivers or sections of regular applications may be misleadingly detected as rootkits.

Additional scan settings

The link opens a new ***Additional Scan Settings*** dialog where you can specify the following parameters:



- ***Computer shutdown options*** - decide whether the computer should be shut down automatically once the running scanning process is over. Having confirmed this option *(Shutdown computer upon scan completion)*, a new option activates that allows the computer to shut down even if it is currently locked *(Force shutdown if computer is locked)*.
- ***File types for scanning*** - you should also decide whether you want to scan:
  - ***All file types*** with the option of defining exceptions from scanning by providing a list of comma separated file extensions that should not be scanned.
  - ***Selected file types*** - you can specify that you want to scan only files that can be infected *(files that cannot get infected will not be scanned, for instance some plain text files, or some other non-executable files)*, including media files *(video, audio files - if you leave this box unchecked, it will reduce the scanning time even more, because these files are often quite large and are not too likely to be infected by a virus)*. Again, you can specify by extensions which files should always be

scanned.

- Optionally, you can decide you want to ***Scan files without extension*** - this option is on by default, and it is recommended that you keep it so unless you have a real reason to change it. Files with no extensions are rather suspicious and should be scanned at all times.

Adjust how quickly scan completes

Within this section you can further specify the desired scanning speed dependent on system resource usage. By default, this option value is set to the *user sensitive* level of automatic resource usage. If you want the scan to run faster, it will take less time but the system resources used will increase significantly during the scan, and will slow down your other activities on the PC (*this option can be used when your computer is switched on but nobody is currently working on it*). On the other hand, you can decrease the system resources used by extending the scanning duration.

Set additional scan reports

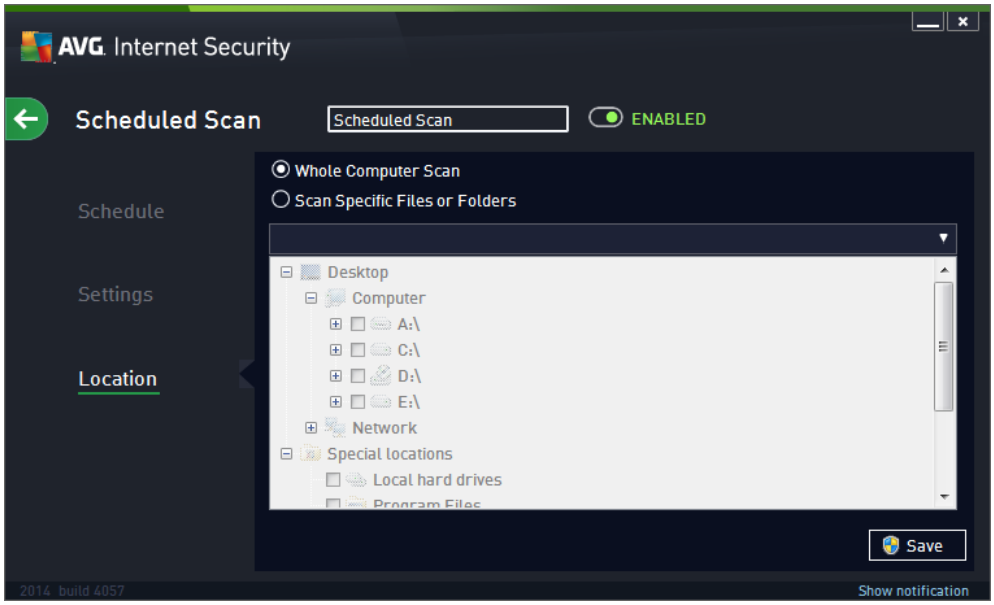
Click the ***Set additional scan reports ...*** link to open a standalone dialog window called ***Scan reports*** where you can tick several items to define what scan findings should be reported:

Controls in the dialog

- ***Save*** - Saves all changes you have performed on this tab or on any other tab on this dialog, and switches back to the Scheduled scans overview. Therefore if you wish to configure the test parameters on all tabs, press the button to save them only after you have specified all your requirements.

- - Use the green arrow in the upper left section of the dialog to get back to the Scheduled scans overview.

3.9.4.3. Location



On the ***Location*** tab you can define whether you want to schedule scanning of the whole computer or scanning of specific files or folders. In case you select scanning of specific files or folders, in the bottom part of this dialog the displayed tree structure activates and you can specify the folders to be scanned (*expand items by clicking the plus node until you find the folder you wish to scan*). You can select multiple folders by checking the respective boxes. The selected folders will appear in the text field on the top of the dialog, and the drop-down menu will keep your selected scan history for later use. Alternatively, you can enter the full path to the desired folder manually (*if you enter multiple paths, it is necessary to separate with semi-colons without extra spaces*).

Within the tree structure you can also see a branch called ***Special locations***. Below is a list of locations that will be scanned once the respective checkbox is marked:

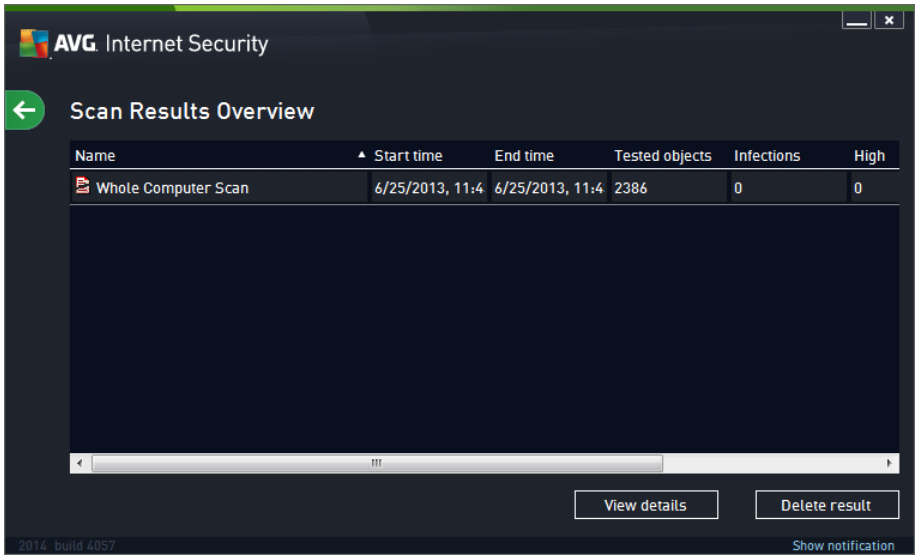
- ***Local hard drives*** - all hard drives of your computer
- ***Program files***
  - C:\Program Files\
  - *in 64-bit version* C:\Program Files (x86)
- ***My Documents folder***
  - *for Win XP:* C:\Documents and Settings\Default User\My Documents\
  - *for Windows Vista/7*: C:\Users\user\Documents\
- ***Shared Documents***
  - *for Win XP*: C:\Documents and Settings\All Users\Documents\
  - *for Windows Vista/7*: C:\Users\Public\Documents\
- ***Windows folder*** - C:\Windows\

- ***Other***
    - *System drive* - the hard drive on which the operating system is installed (usually C:)
    - *System folder* - C:\Windows\System32\
    - *Temporary Files folder* - C:\Documents and Settings\User\Local\ (*Windows XP*); or C:\Users\user\AppData\Local\Temp\ (*Windows Vista/7*)
    - *Temporary Internet Files* - C:\Documents and Settings\User\Local Settings\Temporary Internet Files\ (*Windows XP*); or C:\Users\user\AppData\Local\Microsoft\Windows\Temporary Internet Files (*Windows Vista/7*)

Controls in the dialog

- ***Save*** - Saves all changes you have performed on this tab or on any other tab on this dialog, and switches back to the Scheduled scans overview. Therefore if you wish to configure the test parameters on all tabs, press the button to save them only after you have specified all your requirements.
- - Use the green arrow in the upper left section of the dialog to get back to the Scheduled scans overview.

3.9.5. Scan Results



The ***Scan results overview*** dialog provides a list of results of all so far performed scans. The chart provides the following information on each scan result:

- ***Icon*** - The first column displays an information icon describing the status of the scan:
    - No infections found, scan completed
    - No infections found, scan was interrupted before completion

- Infections were found and not healed, scan completed
- Infections were found and not healed, scan was interrupted before completion
- Infections found and all were healed or removed, scan completed
- Infections found and all were healed or removed, scan was interrupted before completion

- ***Name*** - The column provides the name of the respective scan. Either it is one of the two predefined scans, or your own scheduled scan.
- ***Start time*** - Gives the exact date and time the scan was launched.
- ***End time*** - Gives the exact date and time the scan finished, was paused, or interrupted.
- ***Tested objects*** - Provides the total number of all objects that were scanned.
- ***Infections*** - Gives the number of removed/total infections found.
- ***High / Medium / Low*** - The subsequent three columns give the number of high, medium and low severity infections found respectively.
- ***Rootkits*** - Provides the total number of rootkits found during the scanning.

Dialog controls

View details - Click the button to see detailed information about a selected scan *(highlighted in the chart above)*.

Delete results - Click the button to remove a selected scan result information from the chart.

- Use the green arrow in the upper left section of the dialog to get back to the main user interface with the components' overview.

3.9.6. Scan results details

To open an overview of detailed information on a selected scan result, click the ***View details*** button accessible in the Scan results overview dialog. You will get redirected to the same dialog interface describing in details the information on a respective scan result. The information is divided on three tabs:

- ***Summary*** - The tab gives basic information about the scan: If it was completed successfully, if any threats were found and what happened to them.
- ***Details*** - The tab displays all information about the scan, including details about any detected threats. Export overview to file enables you to save it as a .csv file.
- ***Detections*** - This tab is only displayed if there were any threats detected during the scan, and gives detailed information about the threats:

  Information severity: information or warnings, not real threats. Typically documents containing macros, documents or archives protected by a password, locked files, etc.

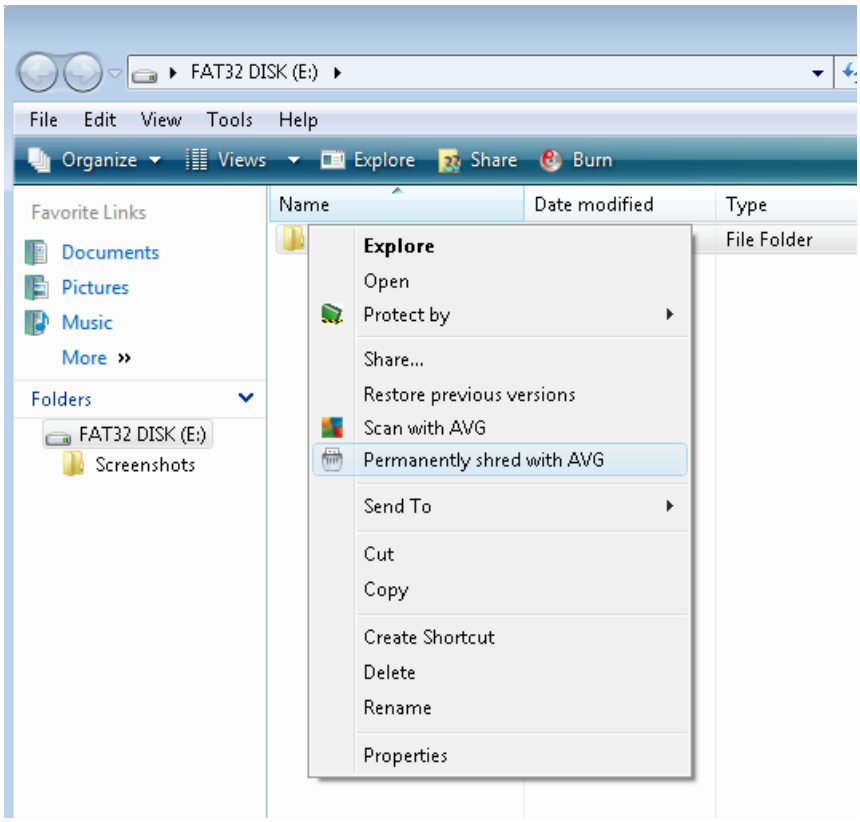
Medium severity: typically PUP *(potentially unwanted programs, such as adware)* or tracking cookies

High severity: serious threats such as viruses, Trojans, exploits, etc. Also objects detected by the Heuristics detection method, i.e. threats not yet described in the virus database.

3.10. AVG File Shredder

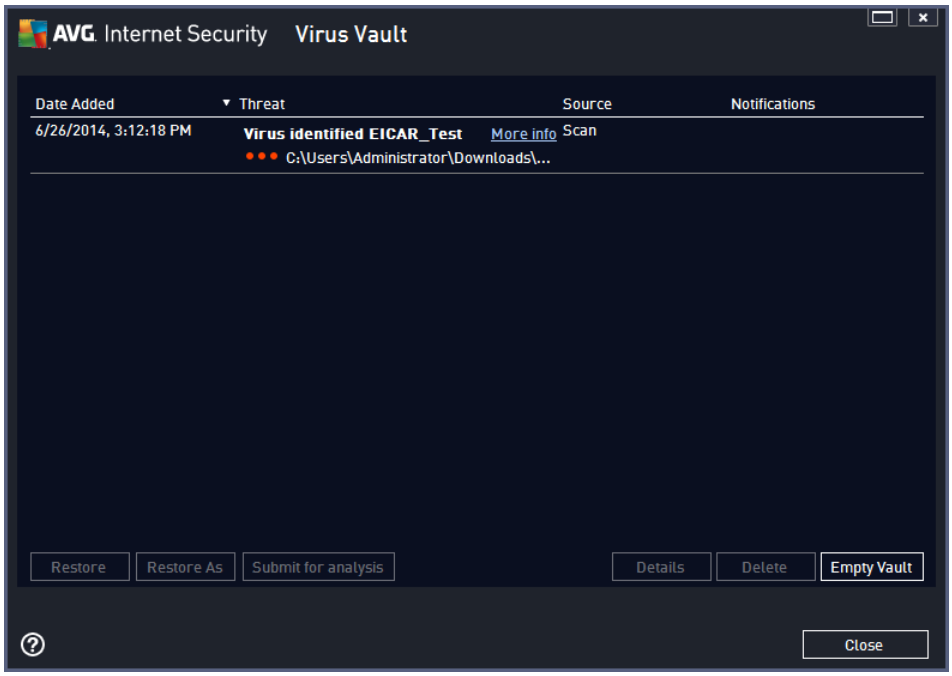
AVG File Shredder has been designed to delete files absolutely securely, that is with no chance to recover them, even with advanced software tools for this purpose.

To shred a file or folder, right-click it in a file manager *(Windows Explorer, Total Commander, ...)* and select ***Permanently shred with AVG*** in the context menu. Files in the Recycle Bin can be shredded as well. If a specific file in a specific location *(e.g. CD-ROM)* cannot be shredded reliably, you will be notified, or the option in the context menu will not be available at all.



Please always bear in mind: Once you shred a file, it is gone forever.

3.11. Virus Vault



Virus Vault is a safe environment for the management of suspect/infected objects detected during AVG tests. Once an infected object is detected during scanning, and AVG is not able to heal it automatically, you are asked to decide what is to be done with the suspect object. The recommended solution is to move the object to the ***Virus Vault*** for further treatment. The main purpose of the ***Virus Vault*** is to keep any deleted file for a certain period of time, so that you can make sure you do not need the file any more in its original location. Should you find out that the file absence causes problems, you can send the file in question to analysis, or restore it to the original location.

The ***Virus vault*** interface opens in a separate window and offers an overview of the information on quarantined infected objects:

- ***Date Added*** - Provides date and time the suspected file was detected and removed to the Virus Vault.
- ***Threat*** - In case you decided to install the Identity component within your **AVG Internet Security 2014**, a graphical identification of the finding severity will be provided in this section: from unobjectionable *(three green dots)* up to very dangerous *(three red dots)*. Also you will find information on the infection type and its original location. The *More info* link takes you to a page providing detailed information on the detected threat within the online virus encyclopedia.
- ***Source*** - Specifies which component of **AVG Internet Security 2014** has detected the respective threat.
- ***Notifications*** - In a very rare situation, some notes may occur in this column providing detailed comments on the respective detected threat.

Control buttons

The following control buttons are accessible from the ***Virus Vault*** interface:

- ***Restore*** - removes the infected file back to its original location on your disk.

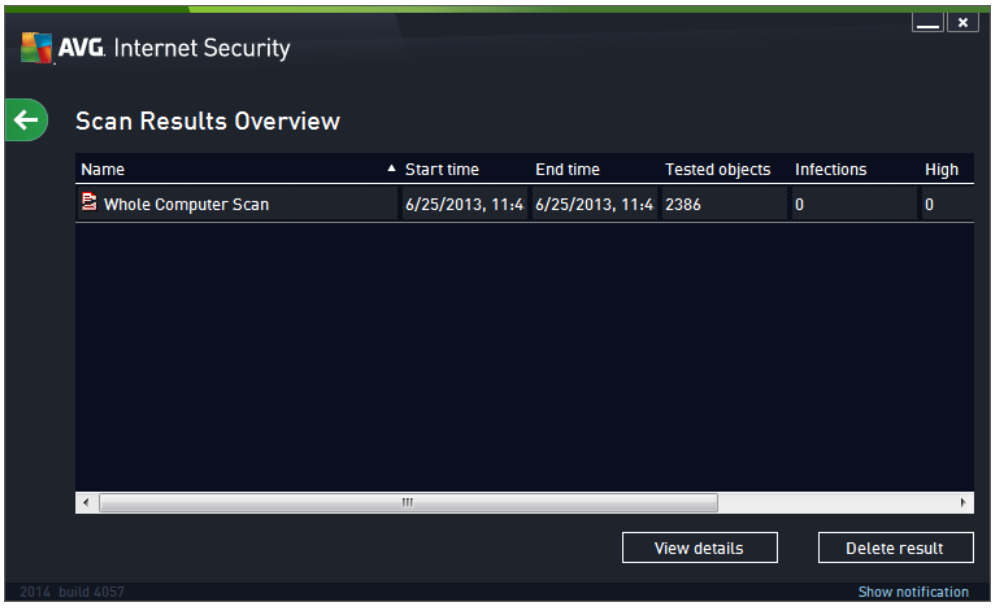
- ***Restore As*** - moves the infected file to a selected folder.
- ***Send to analysis*** - the button is only active when you highlight an object in the list of detections above. In such case, you have the option to send the selected detection to the AVG virus labs for further detailed analysis. Please note that this feature should primarily serve for sending false positives, i.e. files that have been detected by AVG as infected or suspicious, but which you believe are harmless.
- ***Details*** - for detailed information on the specific threat quarantined in the ***Virus Vault*** highlight the selected item in the list and click the ***Details*** button to call a new dialog with a description of the detected threat.
- ***Delete*** - removes the infected file from the ***Virus Vault*** completely and irreversibly.
- ***Empty Vault*** - removes all ***Virus Vault*** content completely. By removing the files from the ***Virus Vault***, these files are irreversibly removed from the disk (*not moved to the recycle bin*).

3.12. History

The ***History*** section includes information on all past events *(such as updates, scans, detections, etc.)* and reports about these events. This section is accessible from the main user interface via the ***Options / History*** item. Further, the history of all recorded events is divided into the following parts:

- Scan Results
- Resident Shield Results
- Email Protection Results
- Online Shield Results
- Event History
- Firewall Log

3.12.1. Scan results



The ***Scan results overview*** dialog is accessible via the ***Options / History / Scan results*** menu item in the upper line navigation of the **AVG Internet Security 2014** main window. The dialog provides a list of all previously launched scans and information on their results:

- ***Name*** - scan designation; it can either be the name of one of the predefined scans, or a name you have given to your own scheduled scan. Every name includes an icon indicating the scan result:

  - green icon informs there was no infection detected during the scan

  - blue icon announces there was an infection detected during the scan but the infected object was removed automatically

  - red icon warns there was an infection detected during the scan and it could not be removed!

  Each icon can either be solid or cut in half - the solid icons stands for a scan that was completed and finished properly; the cut-in-half icon means the scan was canceled or interrupted.

  Note: *For detailed information on each scan please see the Scan Results dialog accessible via the View details button (in the bottom part of this dialog).*

- ***Start time*** - date and time when the scan was launched
- ***End time*** - date and time when the scan ended
- ***Tested objects*** - number of objects that were checked during scanning
- ***Infections*** - number of virus infections detected / removed
- ***High / Medium*** - these columns give the number of removed/total infections found of high, and medium severity respectively
- ***Info*** - information relating to the scanning course and result *(typically on its finalization or interruption)*
- ***Rootkits*** - number of detected rootkits

Control buttons

The control buttons for the ***Scan results overview*** dialog are:

- ***View details*** - press it to switch to the Scan results dialog to view detailed data on the selected scan
- ***Delete result*** - press it to remove the selected item from the scan results overview
- - to switch back to the default AVG main dialog *(components overview),* use the arrow in the upper left-hand corner of this dialog

3.12.2. Resident Shield Results

The ***Resident Shield*** service is a part of the ***Computer*** component and scans files as they are copied, opened, or saved. When a virus or any kind of threat is detected, you will be warned immediately via the following dialog:

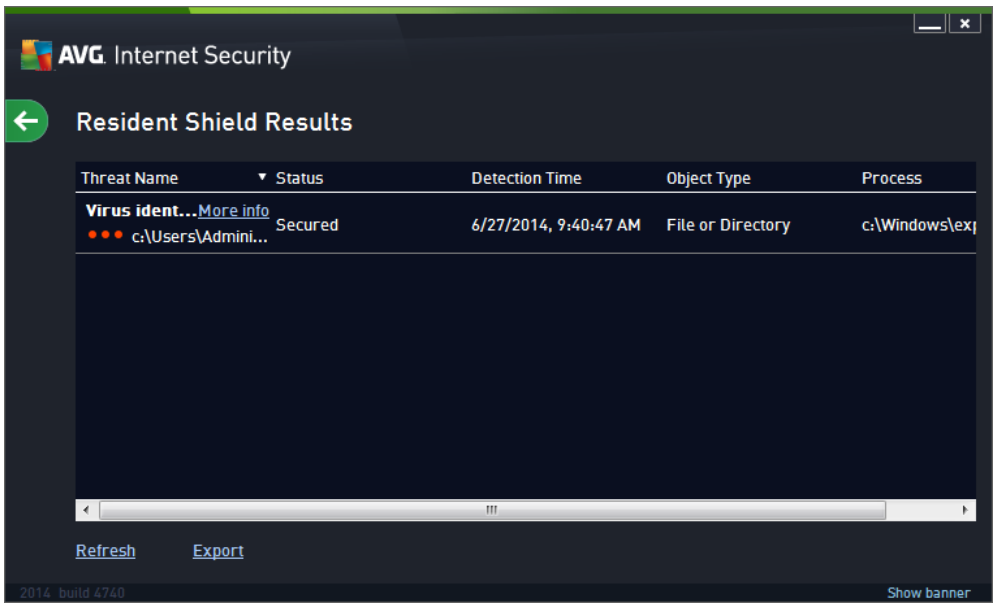
AVG. Internet Security
AVG Detection
Threat:
Virus identified EICAR_Test [More info]
Object name:
c:\Users\Administrator\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\V38BM4NO\eicar[1].com
Protect Me (recommended)
AVG will choose the best method for removing this threat.
Ignore threat
AVG will prevent you from accessing the infected file. The threat will not be removed.
Show details

Within this warning dialog you will find information on the object that was detected and assigned as infected (*Threat*), and some descriptive facts on the recognized infection (*Description*). The *More info* link takes you to a page providing detailed information on the detected threat within the online virus encyclopedia, if these are known. In the dialog, you will also see an overview of available solutions on how to treat the detected threat. One of the alternatives will be labeled as recommended: ***Protect Me (recommended). If possible, you should always stick to this option!***

Note: *It may happen that the size of the detected object exceeds the free space limit in the Virus Vault. If so, a warning message pops up informing you about the issue as you try to move the infected object to the Virus Vault. However, the Virus Vault size can be modified. It is defined as an adjustable percentage of the real size of your hard disk. To increase the size of your Virus Vault, go to the Virus Vault dialog within the AVG Advanced Settings, via the 'Limit Virus Vault size' option.*

In the bottom section of the dialog you can find the ***Show details*** link. Click it to open a new window with detailed information on the process running while the infection was detected, and the process' identification.

A list of all Resident Shield detections is available for overview within the ***Resident Shield detection*** dialog. This dialog is accessible via the ***Options / History / Resident Shield detection*** menu item in the upper line navigation of the **AVG Internet Security 2014** main window. The dialog offers an overview of objects that were detected by the resident shield evaluated as dangerous and either cured or moved to the Virus Vault.



For each detected object the following information is provided:

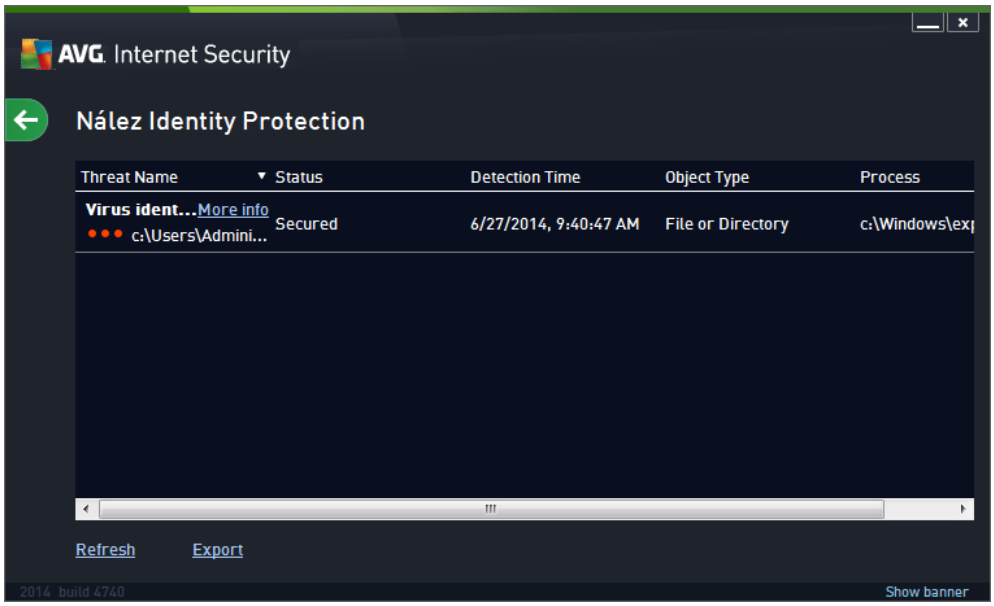
- ***Threat Name*** - description (*possibly even name*) of the detected object and its location. The *More info* link takes you to a page providing detailed information on the detected threat within the online virus encyclopedia.
- ***Status*** - action performed with the detected object
- ***Detection Time*** - date and time the threat was detected and blocked
- ***Object Type*** - type of the detected object
- ***Process*** - what action was performed to call up the potentially dangerous object so that it could be detected

Control buttons

- ***Refresh*** - update the list of findings detected by ***Online Shield***
- ***Export*** - export the entire list of detected objects in a file
- ***Remove selected*** - in the list you can highlight selected records, and use this button to delete just these selected items
- ***Remove all threats*** - use the button to delete all records listed in this dialog
- - to switch back to the default AVG main dialog *(components overview),* use the arrow in the upper left-hand corner of this dialog

3.12.3. Identity Protection Results

The ***Identity Protection Results*** dialog is accessible via the ***Options / History / Identity Protection Results*** menu item in the upper line navigation of the **AVG Internet Security 2014** main window.



The dialog provides a list of all findings detected by the Identity Protection component. For each detected object the following information is provided:

- ***Threat Name*** - description *(possibly even name)* of the detected object and its location. The *More info* link takes you to a page providing detailed information on the detected threat within the online virus encyclopedia.
- ***Status*** - action performed with the detected object
- ***Detection Time*** - date and time the threat was detected and blocked
- ***Object Type*** - type of the detected object
- ***Process*** - what action was performed to call up the potentially dangerous object so that it could be detected

In the bottom part of the dialog, below the list, you will find information on total number of detected objects listed above. You can also export the entire list of detected objects in a file (***Export list to file***) and delete all entries on detected objects (***Empty list***).

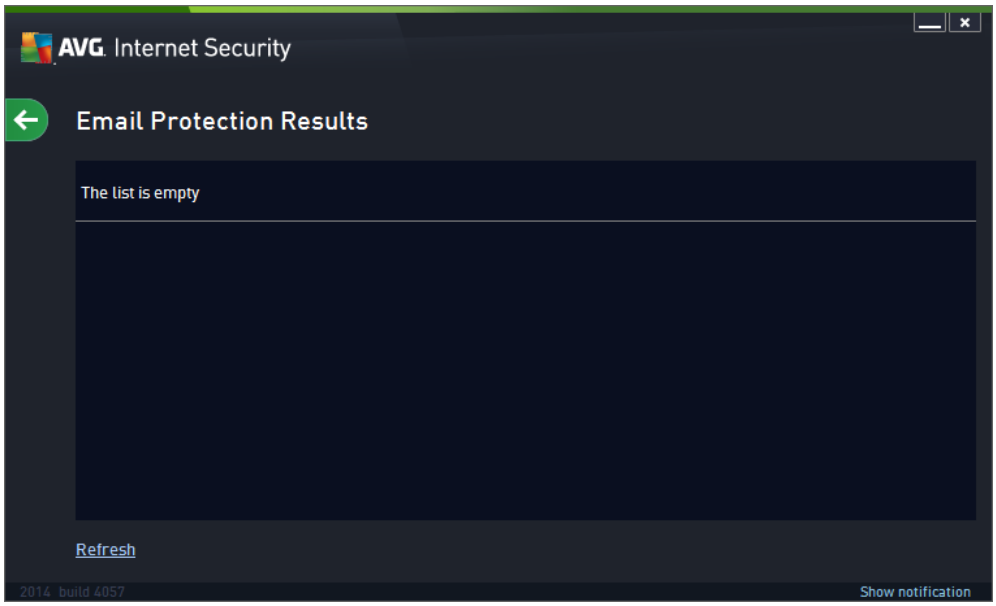
Control buttons

The control buttons available within the ***Identity Protection Results*** interface are as follows:

- ***Refresh list*** - updates the list of detected threats
- - to switch back to the default AVG main dialog *(components overview),* use the arrow in the upper left-hand corner of this dialog

3.12.4. Email Protection Results

The ***Email Protection Results*** dialog is accessible via the ***Options / History / Email Protection Results*** menu item in the upper line navigation of the **AVG Internet Security 2014** main window.



The dialog provides a list of all findings detected by the Email Scanner component. For each detected object the following information is provided:

- ***Detection name*** - description *(possibly even name)* of the detected object, and its source
- ***Result*** - action performed with the detected object
- ***Detection time*** - date and time the suspicious object was detected
- ***Object Type*** - type of the detected object
- ***Process*** - what action was performed to call up the potentially dangerous object so that it could be detected

In the bottom part of the dialog, below the list, you will find information on total number of detected objects listed above. You can also export the entire list of detected objects in a file (***Export list to file***) and delete all entries on detected objects (***Empty list***).

Control buttons

The control buttons available within the ***Email Scanner detection*** interface are as follows:

- ***Refresh list*** - updates the list of detected threats
- - to switch back to the default AVG main dialog *(components overview),* use the arrow in the upper left-hand corner of this dialog

3.12.5. Online Shield Results

Online Shield scans the content of visited web pages and possible files included in them even before these are displayed in your web browser or downloaded to your computer. If a threat is detected, you will be warned immediately with the following dialog:

AVG. Internet Security
AVG Detection
Threat:
Virus identified EICAR_Test [More info]
Object name:
c:\Users\Administrator\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\V38BM4NO\eicar[1].com
Protect Me (recommended)
AVG will choose the best method for removing this threat.
Ignore threat
AVG will prevent you from accessing the infected file. The threat will not be removed.
Show details

Within this warning dialog you will find information on the object that was detected and assigned as infected (*Threat*), and some descriptive facts on the recognized infection (*Object name*). The *More info* link will redirect you to the online virus encyclopedia where you can find detailed information on the detected infection, if these are known. The dialog provides the following control elements:

- ***Show details*** - click the link to open a new pop-up window where you can find information on the process running while the infection was detected, and the process' identification.
- ***Close*** - click the button to close the warning dialog.

The suspicious web page will not be opened, and the threat detection will be logged in the list of ***Online Shield findings***. This overview of detected threats is accessible via the ***Options / History / Online Shield findings*** menu item in the upper line navigation of the **AVG Internet Security 2014** main window.

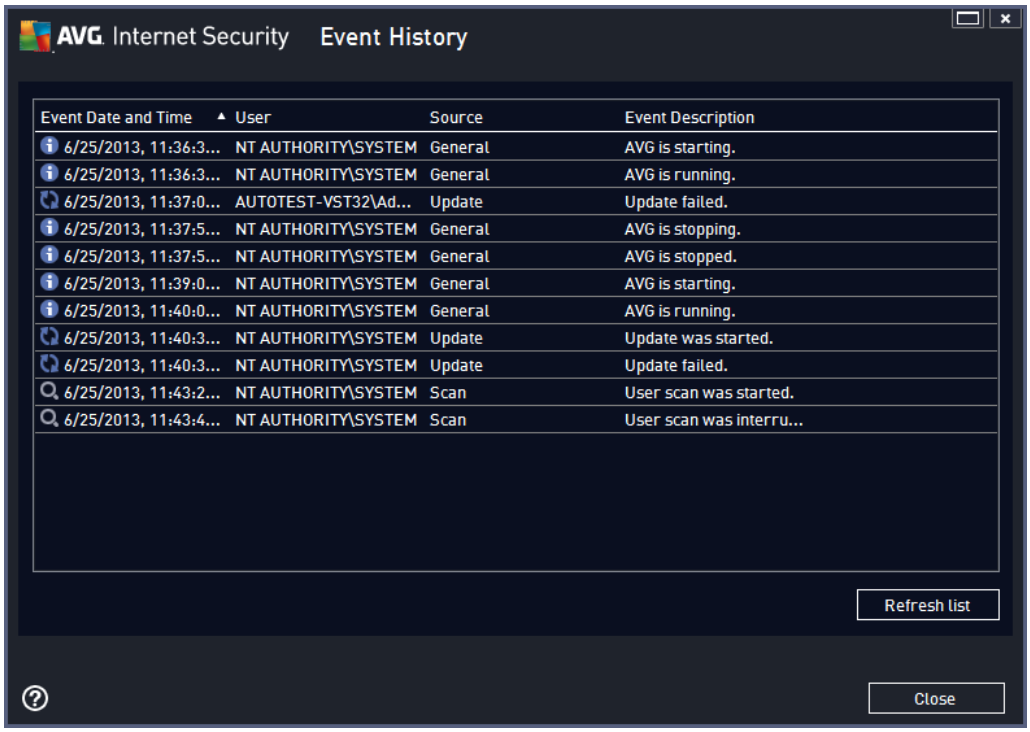
For each detected object the following information is provided:

- ***Threat Name*** - description (*possibly even name*) of the detected object, and its source (*web page*); the *More info* link takes you to a page providing detailed information on the detected threat within the online virus encyclopedia.
- ***Status*** - action performed with the detected object
- ***Detection Time*** - date and time the threat was detected and blocked
- ***Object Type*** - type of the detected object

Control buttons

- ***Refresh*** - update the list of findings detected by ***Online Shield***
- ***Export*** - export the entire list of detected objects in a file
- - to switch back to the default AVG main dialog *(components overview),* use the arrow in the upper left-hand corner of this dialog

3.12.6. Event History


AVG. Internet Security
Event History
Event Date and Time
User
Source
Event Description
6/25/2013, 11:36:3... NT AUTHORITY\SYSTEM General AVG is starting.
6/25/2013, 11:36:3... NT AUTHORITY\SYSTEM General AVG is running.
6/25/2013, 11:37:0... AUTOTEST-VST32\Ad... Update Update failed.
6/25/2013, 11:37:5... NT AUTHORITY\SYSTEM General AVG is stopping.
6/25/2013, 11:37:5... NT AUTHORITY\SYSTEM General AVG is stopped.
6/25/2013, 11:39:0... NT AUTHORITY\SYSTEM General AVG is starting.
6/25/2013, 11:40:0... NT AUTHORITY\SYSTEM General AVG is running.
6/25/2013, 11:40:3... NT AUTHORITY\SYSTEM Update Update was started.
6/25/2013, 11:40:3... NT AUTHORITY\SYSTEM Update Update failed.
6/25/2013, 11:43:2... NT AUTHORITY\SYSTEM Scan User scan was started.
6/25/2013, 11:43:4... NT AUTHORITY\SYSTEM Scan User scan was interru...
Refresh list
Close

The ***Event history*** dialog is accessible via the ***Options / History / Event History*** menu item in the upper line navigation of the **AVG Internet Security 2014** main window. Within this dialog you can find a summary of important events that occurred during **AVG Internet Security 2014** operation. The dialog provides records of the following types of events: information about updates of the AVG application; information on scanning start, end, or stop (*including automatically performed tests*); information on events connected with virus detection (*either by the resident shield or scanning*) including occurrence location; and other important events.

For each event, the following information is listed:

- ***Event Date and Time*** gives the exact date and time the event occurred.
- ***User*** states the name of the user currently logged in at the time that the event occurred.
- ***Source*** gives information about a source component or other part of the AVG system that triggered the event.
- ***Event Description*** gives a brief summary of what actually happened.

Control buttons

- ***Refresh list*** - press the button to updates all entries in the list of events
- ***Close*** - press the button to return to the **AVG Internet Security 2014** main window

3.12.7. Firewall log

This dialog is intended for an expert configuration, and we recommend that you do not change any of the settings unless you are absolutely sure about the change!

The ***Logs*** dialog allows you to review the list of all logged Firewall actions and events with a detailed description of relevant parameters displayed on two tabs:

- ***Traffic Logs*** - This tab offers information about activities by all applications that have tried to connect to the network. For each item, you will find information on the event time, application name, respective log action, user name, PID, traffic direction, protocol type, numbers of the remote and local ports, and information on the local and remote IP address.

- ***Trusted Database Logs*** - *Trusted database* is AVG's internal database for collecting information on certified and trusted applications that can always be allowed to communicate online. The first time a new application tries to connect to the network (*i.e. where there is no firewall rule specified for this application yet*), it is necessary to find out whether the network communication should be allowed for the respective application. First, AVG searches the *Trusted database*, and if the application is listed, it will be automatically granted access to the network. Only after that, provided there is no information on the application available in the database, you will be asked in a stand-alone dialog whether you want to allow the application to access network.

Control buttons

- ***Refresh list*** - all logged parameters can be arranged according to the selected attribute: chronologically (*dates*) or alphabetically (*other columns*) - just click the respective column header. Use the ***Refresh list*** button to update the currently displayed information.

- ***Delete logs*** - press to delete all entries in the chart.

3.13. AVG Updates

No security software can guarantee true protection from various types of threats unless it is regularly updated! Virus writers are always looking for new flaws that they can exploit in both software and operating systems. New viruses, new malware, new hacking attacks appear daily. For this reason, software vendors are continually issuing updates and security patches, to fix any security holes that are discovered.

Considering all the newly-emerged computer threats and the speed at which they spread, it is absolutely crucial to update your **AVG Internet Security 2014** regularly. The best solution is to stick to the program default settings where the automatic update is configured. Please bear in mind that if the virus database of your **AVG Internet Security 2014** is not up-to-date, the program will not be able to detect the latest threats!

It is crucial to update your AVG regularly! Essential virus definition updates should be daily if possible. Less urgent program updates can be weekly.

3.13.1. Update launch

To provide the maximum security available, **AVG Internet Security 2014** is by default scheduled to look for new virus database updates every four hours. Since AVG updates are not released according to any fixed schedule but rather in response to the amount and severity of new threats, this check-up is highly important to make sure your AVG virus database is kept up-to-date all the time.

If you want to check the new update files immediately, use the Update now quick link in the main user interface. This link is available at all times from any user interface dialog. Once you start the update, AVG will first verify whether there are new update files available. If so, **AVG Internet Security 2014** starts to download them and launches the update process itself. You will be informed about the update results in the slide dialog over the AVG system tray icon.

Should you wish to reduce the number of update launches, you can set up your own update launch parameters. However, ***it is strictly recommended that you launch the update at least once a day!*** The configuration can be edited within the Advanced settings/Schedules section, specifically in the following dialogs:

- Definitions update schedule
- Program update schedule
- Anti-Spam update schedule

3.13.2. Update levels

AVG Internet Security 2014 offers two update levels to select from:

- ***Definitions update*** contains changes necessary for reliable antivirus, anti-spam and anti-malware protection. Typically, it does not include any changes to the code and updates only the definition database. This update should be applied as soon as it is available.
- ***Program update*** contains various program changes, fixes, and improvements.

When scheduling an update, it is possible to define specific parameters for both update levels:

- Definitions update schedule
- Program update schedule

Note: *If a scheduled program update and scheduled scan coincides, the update process is of higher priority and the scan will be interrupted.In such a case you will be informed about the collision.*

3.14. FAQ and Technical Support

Should you have any sales or technical trouble with your **AVG Internet Security 2014** application, there are several ways to obtain help. Please chose from the following options:

- ***Get Support***: Right within the AVG application you can reach a dedicated customer support page on the AVG website (*http://www.avg.com/*). Select the ***Help / Get Support*** main menu item to get redirected to the AVG website with available support avenues. To proceed, please follow the instructions on the web page.

- ***Support*** *(main menu link)*: The AVG application menu (*on top of the main user interface*) includes the ***Support*** link that opens a new dialog with all types of information you might need when trying to find help. The dialog includes basic data on your installed AVG program (*program / database version*), license details, and a list of quick support links.

- ***Troubleshooting in help file***: A new ***Troubleshooting*** section is available directly in the help file included with **AVG Internet Security 2014** *(to open the help file, press F1 key in any dialog in the application)*. This section provides a list of the most frequently occurring situations when a user desires to look up professional help for a technical issue. Please select the situation that best describes your problem, and click it to open detailed instructions leading to the problem solution.

- ***AVG website Support Center***: Alternatively, you can look up the solution to your problem on the AVG website (*http://www.avg.com/*). In the ***Support Center*** section you can find a structured overview of thematic groups dealing with both sales and technical issues.

- ***Frequently asked questions***: On the AVG website (*http://www.avg.com/*) you can also find a separate and elaborately structured section of frequently asked questions. This section is accessible via the ***Support Center / FAQs and Tutorials*** menu option. Again, all questions are divided in a well-organized way into sales, technical, and virus categories.

- ***AVG ThreatLabs***: A specific AVG related website (*http://www.avgthreatlabs.com/website-safety-reports/*) is dedicated to virus issues providing structured overview of information related to online threats. You can also find instructions on removing viruses, spyware, and advice on how to stay protected.

- ***Discussion forum***: You can also use the AVG users discussion forum at http://forums.avg.com.

4. AVG PC TuneUp

This part of the user manual provides comprehensive user documentation for **AVG PC TuneUp 2014**.

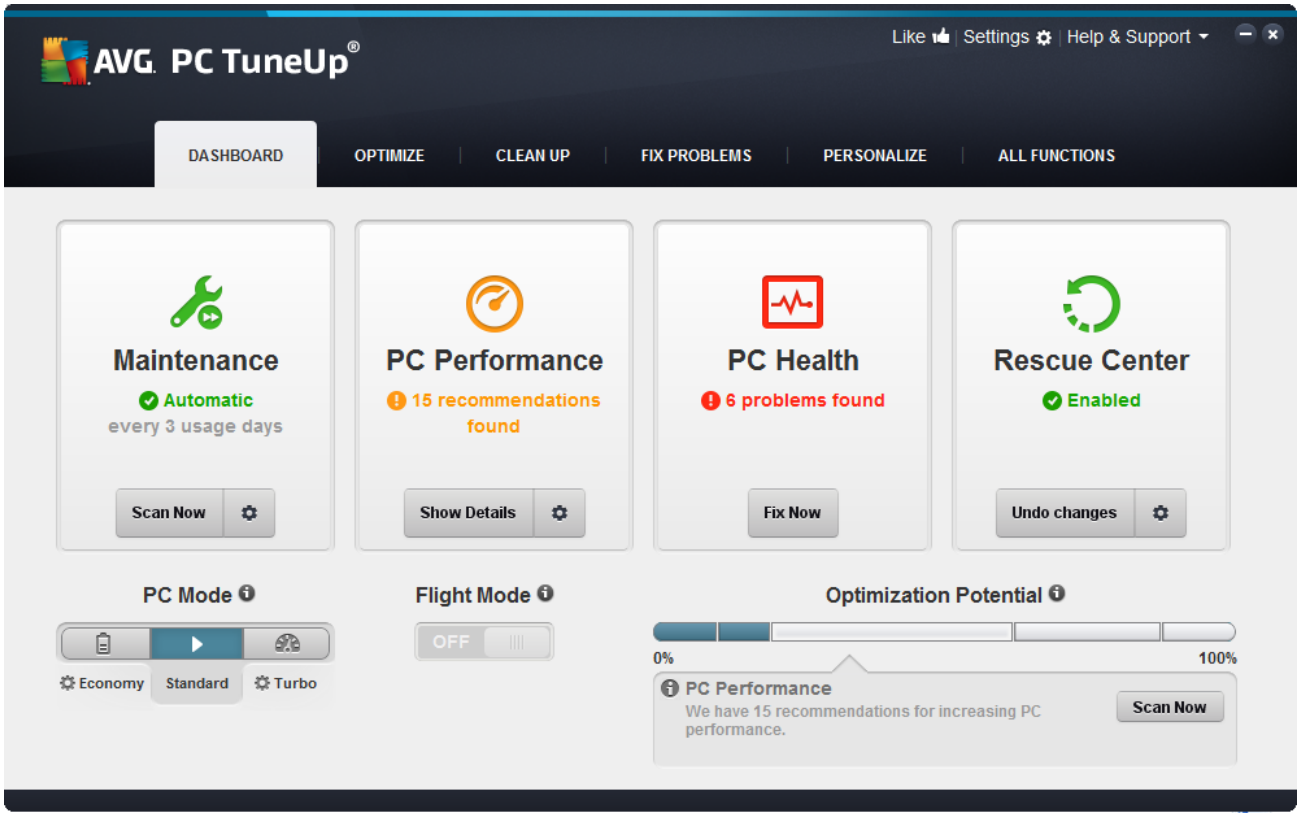
With the **AVG PC TuneUp 2014** set you have acquired a comprehensive collection of over 30 different tools to optimize your PC, congratulations! Use this software to revitalize PCs, notebooks or netbooks with a minimum effort.

We hope you enjoy using **AVG PC TuneUp 2014** and your new, revitalized PC.

AVG Ultimate

4.1. The Start Center

The new **AVG PC TuneUp 2014** Start Center is the central access point for all functions and optimization options.



The PC mode

In the **PC mode** area, you can decide which mode should be turned on for your Windows operating system.

For more information, see PC Modes.

The Flight mode

This area is only active on laptops, otherwise it is grayed out. A simple switch allows to turn off all wireless network activity on your laptop.

For more information, see Flight Mode.

The Optimization Potential

The **Optimization Potential** shows you how well you are already using the options provided to you by **AVG PC TuneUp 2014**.

For more information, see Optimization Potential.

The Menu Bar

In the menu bar, you have access to the central settings dialog of **AVG PC TuneUp 2014** and to information about the program and individual modules.

For more information, see Menu Bar.

The five categories

The main area in the **AVG PC TuneUp 2014** Start Center comprises five categories, giving you fast access to the key features of **AVG PC TuneUp 2014** sorted by topic.

The five categories in the Start Center represent the key task areas of **AVG PC TuneUp 2014**. The first category shows the status of the four central optimization areas. You can see at a glance whether there is an urgent need for action or potential for optimization. The other four categories offer conveniently arranged links to the various modules of **AVG PC TuneUp 2014**.

Dashboard

The Dashboard category shows you an overview of the current condition of your system and gives you recommendations on how you can improve the system's health. On the far right, you can see the status of your system protection.

For more information, see Dashboard.

Optimize

Under Optimize, you can disable or uninstall unwanted programs and clean up your system and your data.

For more information, see Optimize.

Clean Up

Under Clean up, you can delete unnecessary data systematically from your system.

For more information, see Clean Up.

Fix Problems

Under Fix problems, you will find simple solutions for any problems that might occur.

For more information, see Fix Problems.

Personalize

Under Personalize, you have many opportunities to customize your working environment to suit you.

For more information, see Personalize.

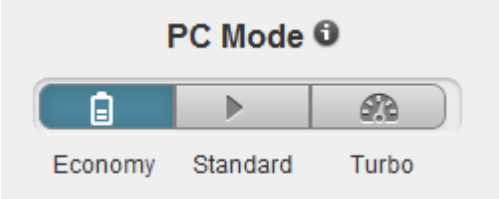
All Functions

To the right of the categories, you will see the **All functions**. This lists all the functions that are available in **AVG PC TuneUp 2014**, sorted by application area.

For more information, see All Functions.

4.2. PC Modes

In the **PC mode** area, you can decide which mode should be turned on for your Windows operating system.



Economy Mode

Using AVG Economy Mode, you can reduce the energy consumption of your computer by turning off the screen, hardware components or unnecessary functions.

For more information, see Economy Mode.

Standard Mode

Standard Mode represents the normal operating state of Windows.

For more information, see Standard Mode.

Turbo Mode

You can use AVG Turbo Mode to give your system an additional performance boost at any time and adjust it to suit you.

For more information, see Turbo Mode.

4.2.1. Economy Mode

In this chapter, you will learn **what exactly happens** when you switch to the **Economy Mode** and **when it can be useful to do so**. You will also receive instructions on **how to turn on and configure** the Economy Mode.

What is the Economy Mode?

The **Economy Mode** is an intelligent module of **AVG PC TuneUp 2014** for saving energy. The **Economy Mode** provides immediate energy saving whenever you need it. When you switch your computer to **Economy Mode**, it reduces the energy used by hardware and the tasks, programs and features that are running in the background and not strictly necessary. They are turned off, which can reduce energy consumption (and electricity costs) considerably.

When Should I Switch to Economy Mode?

Using the Economy Mode, you can considerably reduce the energy consumption of your desktop PC or extend the battery life of your laptop, if there is no power socket available. Note however that when you switch to Economy Mode, some functionalities are switched off and will not be available again until you turn off Economy Mode.

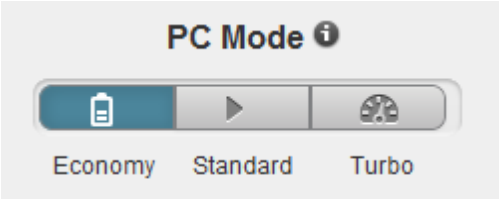
How Can I Tell How Much Energy Has Been Saved in Economy Mode?

The **Economy Mode Configuration Wizard** uses a traffic light system to show you how much energy you are actually saving with your settings. If the bar to the right of the total saving is green, your energy savings are high. A yellow bar represents moderate energy savings and a red bar represents low energy savings.

The actual level of energy savings in the **Services** area, for example, can be seen from the color of the bar that is shown to the right of the area in the navigation bar.

How to Switch the Computer to Economy Mode

At the bottom left of the **AVG PC TuneUp 2014** Start Center, there are three switches. The left-hand switch is for Economy Mode. When you click this switch, the computer is switched to Economy Mode. The AVG icon then appears in the notification area of the taskbar, notifying you that Economy Mode is turned on.



Alternatively, you can access the switch for Economy Mode directly via the **AVG PC TuneUp 2014** icon in the notification area of the taskbar. Left-click on the icon. A pop-up window opens, showing the Economy Mode switch on the bottom left.

How to Find Out if Economy Mode is On

If Economy Mode is on, a **AVG PC TuneUp 2014** icon appears in the taskbar notification area (in the bottom right-hand corner beside the time), which tells you that Economy Mode is on. You can also recognize this from the switch in the Start Center.

How to Configure Your AVG Economy Mode

The first time you turn on Economy Mode, a window opens that allows you to make your own settings for Economy Mode. Decide here whether you want to use the default settings for Economy Mode or whether you want to configure them yourself for your own requirements.

> *For more information, see Economy Mode Settings.*

4.2.1.1. Economy Mode Settings

Start the wizard for configuring the **AVG Economy Mode** by clicking on **Settings** in the menu bar of the Start Center, selecting the **Economy Mode** area and clicking the **Open Configuration Wizard** button located there. Alternatively, open the window for configuring **AVG Economy Mode** by going to the AVG Start Center, selecting the **Optimize** category and clicking the **Configure Economy Mode** link (in the **Reduce system load** area).

> *Please note that if the Economy Mode is already switched on, you don't have to run the Wizard again. You can alter Economy Mode settings directly in central configuration dialog of your AVG (the Economy Mode item). Simply check (or uncheck) the appropriate boxes and click Apply.*

Now prepare your own Economy Mode by selecting which hardware components, services and features may be temporarily turned off in order to save energy when Economy Mode is turned on. The more you authorize to be turned off, the more apparent the energy saving will be.

General Settings

Here you can specify whether configuration functions should also be offered that reduce the performance of the system and turn off visual effects. You can also decide whether Economy Mode should remain turned on when the computer is restarted.

Screen

Your computer's screen may use more energy even than hardware components such as the hard disk or the processor, for example. Reducing the screen brightness or turning off the screen after a short time if you are not using the computer will reduce energy consumption considerably.

Screen brightness (only for laptops)

General: This setting determines how much the general screen brightness should be reduced when Economy Mode is on.

When dimming: This setting determines how much the general screen brightness should be reduced when the screen is dimmed when Economy Mode is on.

Screen behavior

Turn off: This setting determines the period of time until the screen should be switched off when Economy Mode is on.

Dimming (only for laptops): This setting determines the period of time until the screen is dimmed when Economy Mode is on.

Hardware

If you turn off hardware components temporarily, the energy consumption of your computer will be reduced. What is more, every computer has many services running in the background that detect connected devices and provide you with the necessary functions to use these devices. You can restrict the amount of this support in order to reduce the energy consumption of your computer.

Hardware components

Hard disk standby: This setting determines the period of time until the hard disk should go into standby mode when Economy Mode is on.

Processor energy-saving settings: This setting determines the extent of energy saving for the processor when Economy Mode is on.

Wireless adapter energy-saving settings (only in Windows Vista and 7): This option determines the extent of energy saving for the wireless adapter when the Economy Mode is on.

Connection to external devices

Synchronization with mobile devices: This setting will prevent synchronization of addresses, emails, music files, etc. with your cell phone or portable media player and the related program will not start automatically when the device is connected while Economy Mode is on.

Support for digital cameras and scanners: This setting means that you cannot import images from your digital camera or scan images when Economy Mode is on.

Services

The operating system performs many more tasks than most users are aware of. Many programs and services run permanently in the background, although they are not strictly necessary and use energy needlessly. If you never use some of these functions you can disable them and permanently reduce your computer's energy consumption.

Background functions

Network sharing of media library: This setting ensures that other network devices cannot access your images, videos or music in the media library when Economy Mode is on. However, Economy Mode does not affect the share of folders in the network.

Quick search using index creation: This setting ensures that Windows does not create an index of your files and emails when Economy Mode is on. Turning off this setting slows down any searches significantly.

Error Reporting: This setting ensures that no data will be gathered regarding errors and there will be no communication with Microsoft about crashed programs or other errors when Economy Mode is on.

Support for virtual machines: (This setting is only available if your computer has software for virtual machines installed on it.) This setting turns off background functions for the use of virtual machines when Economy Mode is on.

Various services

Rarely used services: This setting turns off services that are only needed in specific circumstances (e.g. company networks) or situations (e.g. installation of new programs) when Economy Mode is on.

Special encryption services: When Economy Mode is on, this setting turns off services for logging onto a domain.

Network communication services: When Economy Mode is on, this setting turns off network communication services that are rarely used, e.g. fax or peer-to-peer services.

Display

Visual effects provide a graphical display of Windows but take up valuable space in the memory. Particularly with a low performance graphics card you can increase the computer's performance by turning off visual effects.

Tip: This is a popular way of increasing the performance of netbooks on a sustained basis.

Visual effects

Visual special effects for windows: This setting turns off transparency effects and shadows of windows, the preview window in the taskbar and three-dimensional navigation between windows when Economy Mode is on.

Classic window style: This setting uses the classic Windows design for the appearance of windows, menus and buttons when Economy Mode is on. Also, in Windows XP, the colorful Windows interface is disabled, whereas in newer Windows transparency effects and thumbnails of windows in the taskbar are disabled.

Desktop background

Slideshow: This setting stops the slideshow for the desktop background when Economy Mode is on.

4.2.2. Standard Mode

The **Standard Mode** is turned on by default (if you have not switched to either the Economy Mode or the Turbo Mode).

In **Standard Mode** all functions of **AVG PC TuneUp 2014** are available without restriction.

4.2.3. Turbo Mode

In this chapter, you will learn **what exactly happens** when you switch to the **Turbo Mode** and **when it can be useful to do so**. You will also receive instructions on **how to turn on and configure** the Turbo Mode.

What is the Turbo Mode?

The **Turbo Mode** provides an immediate performance boost whenever you need it. When you put your computer into **Turbo Mode**, an analysis is performed to see which of those programs and functions currently running in the background are not strictly necessary. These programs are stopped or slowed down, allowing the additional processing power gained to be used exclusively by the programs you are actually running.

How Does the Turbo Mode Work?

The following graphics illustrate the internal workings of your PC with the programs that you are currently using (green) and those running in the background (blue). Here you can see how your PC is assisted as soon as you enable Turbo Mode:

The green circles represent those programs that you wish to accelerate using the Turbo Mode. The blue diamonds are all the programs and functions that are not required at all when Turbo Mode is on. These are therefore turned off so that all of the PC's processing power is available to the required programs.

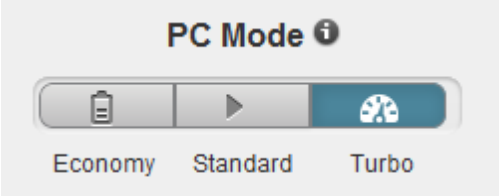
In addition to those programs that you are currently using (green), many others are also running in the background that are really not that important for your work (blue). If such background processes suddenly start to require a great deal of processing power, they are assigned a lower priority so that your other programs can continue to run smoothly.

When should I switch on Turbo Mode?

Using the Turbo Mode can, for example, speed up computer games, make it easier to work with performance-sapping programs or prevent videos from flickering or freezing when they are played. Note however that when you enable Turbo Mode, you also turn off some functionalities that will not be available again until you turn off Turbo Mode.

How to Switch the Computer to Turbo Mode

At the bottom left of the **AVG PC TuneUp 2014** Start Center, there are three switches. The right-hand switch is for Turbo Mode. When you click this switch, the computer is switched to Turbo Mode. The AVG icon then appears in the notification area of the taskbar, notifying you that Turbo Mode is turned on.



Alternatively, you can access the switch for Turbo Mode directly via the **AVG PC TuneUp 2014** icon in the notification area of the taskbar. Left-click on the icon. A pop-up window opens, showing the Turbo Mode switch on the bottom right.

How to Find Out if Turbo Mode is On

If Turbo Mode is on, a **AVG PC TuneUp 2014** icon appears in the taskbar notification area (in the bottom right-hand corner beside the time), which tells you that Turbo Mode is on. You can also recognize this from the switch in the Start Center.

How to Configure Your AVG Turbo Mode

When you start Turbo Mode for the first time, the **Turbo Mode Configuration Wizard** will appear to help you create your own customized Turbo Mode. The wizard is integrated into the new central configuration dialog of **AVG PC TuneUp 2014**.

For more information, see Turbo Mode Settings.

4.2.3.1. Turbo Mode Settings

Start the wizard for configuring the **AVG Turbo Mode** by clicking on **Settings** in the menu bar of the Start Center, selecting the **Turbo Mode** area and clicking the **Open Configuration Wizard** button located there. Alternatively, open the window for configuring **AVG Turbo Mode** by going to the AVG Start Center, selecting the **Optimize** category and clicking the **Configure Turbo Mode** link (in the **Reduce system load** area).

Please note that if the Turbo Mode is already switched on, you don't have to run the Wizard again. You can alter Turbo Mode settings directly in central configuration dialog of your AVG (the Turbo Mode item). Simply check (or uncheck) the appropriate boxes and click Apply.

In the **Turbo Mode Configuration Wizard**, set up your own Turbo Mode in six easy steps – simply select which tasks, programs and functions can be disabled temporarily to give a performance boost while Turbo Mode is enabled. The more you allow to be switched off, the better the gain in performance will be. You can always temporarily turn off all functions and tasks suggested here. None of your software features for Internet security or virus protection will be turned off.

Step 1: Postpone automatic maintenance tasks until later

Maintenance measures that start automatically in the background are important for the maintenance of your computer, but are not usually urgent. They can be carried out at a later date to free up the resources needed for

your programs.

Postpone scheduled defragmentation: This will prevent the scheduled hard disk defragmentation by Microsoft or other well-known manufacturers from starting when Turbo Mode is on.

Postpone scheduled maintenance tasks: This will prevent automatic maintenance tasks and scheduled tasks for Microsoft and other manufacturers from being carried out when Turbo Mode is on. This includes **AVG Automatic Maintenance** and the automatic creation of backups.

Postpone automatic updates: If you select this option, you will be notified that program updates are available but these will not be automatically downloaded or installed while Turbo Mode is on.

Step 2: Limit connection with external devices.

Every computer has many services running in the background that detect connected devices and provide you with the necessary functions to use these devices. You can limit this support and have more resources available for your programs.

Turn off synchronization with mobile devices: This setting will prevent synchronization of addresses, emails, music files, etc. with your cell phone or portable media player and the related program will not start automatically when the device is connected while Turbo Mode is on.

Limit support for digital cameras and scanners: When Turbo Mode is on, you cannot import images from your digital camera or scan images.

Step 3: Reduce visual effects

Visual effects provide a graphical display of Windows but take up valuable space in the memory. Particularly with a low performance graphics card you can increase the computer's performance by turning off visual effects.

Tip: This is a popular way of increasing the performance of netbooks on a sustained basis.

Turn off visual special effects: This setting turns off transparency effects and shadows of windows, the preview window in the taskbar and three-dimensional navigation between windows when Turbo Mode is on.

Switch to classic window design: This setting uses the classic Windows design for the appearance of windows, menus and buttons when Turbo Mode is on. Also, in Windows XP the colorful Windows interface is disabled, whereas in newer Windows transparency effects and thumbnails of windows in the taskbar are disabled.

Step 4: Configure computer resources for optimum performance

Your computer's resources are in demand. A clever sharing solution for the resources will help increase your computer's performance enormously.

Tip: Since this does not limit any functions, this setting is also highly recommended for the long term.

Ensure optimum performance regardless of energy use: This setting uses the "high performance" Windows energy-saving plan when Turbo Mode is on. This ensures maximum performance regardless of the amount of energy used.

Step 5: Disable background functions

The operating system performs many more tasks than most users are aware of. Many programs and services run permanently in the background, although they are not strictly necessary and use valuable resources. If you never use some of these functions you can disable them and permanently increase your computer's performance.

Disable media library share in local network: This setting ensures that other network devices cannot access your images, videos or music in the media library when Turbo Mode is on. However, Turbo Mode does not affect the share of folders in the network.

Turn off quick search using index creation: This setting ensures that Windows does not create an index of your files and emails when Turbo Mode is on. Please note that turning off this function significantly slows down the search.

Turn off error reporting: This setting ensures that no data will be gathered regarding errors and there will be no communication with Microsoft about crashed programs or other errors when Turbo Mode is on.

Turn off support for virtual machines: (This option is only available if your computer has software for virtual machines installed on it.) This setting turns off background functions for the use of virtual machines when Turbo Mode is on.

Step 6: Additional performance boost

Every time Windows starts up, it starts up services that are used rarely or never. These services can occupy a large amount of the system's resources and slow down your PC. To prevent these services from not working when you need them, you should only turn them off temporarily for an added performance boost.

Turn off rarely used services: This setting turns off services that are only needed in specific circumstances (e.g. company networks) or situations (e.g. installation of new programs) when Turbo Mode is on.

Turn off special encryption services: When Turbo Mode is on, this setting turns off services for logging onto a domain.

Turn off network communication services: When Turbo Mode is on, this setting turns off network communication services that are rarely used, e.g. fax or peer-to-peer services.

Step 7: How long should Turbo Mode stay switched on?

The Turbo Mode can either be switched off automatically when the computer is shut down, or stay on until you switch it off manually. If you leave Turbo Mode on constantly, this can also speed up the startup process.

However, please note that for the system performance increase, the features that you selected in the configuration wizard must be switched off. If, when Turbo Mode is on, you are missing a required feature, turn Turbo Mode off and modify your settings so that when you restart Turbo Mode, this feature is available again.

Click **Finish** to close the wizard.

4.3. Flight Mode

This feature is only active on laptops, otherwise the whole section is grayed out.

The **Flight Mode** switch allows you to partly turn off wireless network activity on your laptop. This includes:

- *Wifi* – technology that allows an electronic device to exchange data or connect to the internet wirelessly

using radio waves.

- *Bluetooth* – wireless technology standard for exchanging data over short distances using short-wavelength radio transmissions.

Please note that when you access this feature for the first time, an information dialog appears asking you whether you really want to activate **Flight Mode**. However, you can simply choose not to display this message ever again (by checking the appropriate checkbox).

4.4. Optimization Potential

The **Optimization Potential** is your personal indicator of optimization progress. You can find it on the **AVG PC TuneUp 2014 Start Center** next to the **PC mode area**.

What is the Optimization Potential?

The **Optimization Potential** uses a graph and associated notifications to show you how extensively you are already using the options of **AVG PC TuneUp 2014** to increase performance and maintain the system and where there is still potential to optimize your system further.

The Optimization Potential shows you details of already the completed optimizations and the potential you have exploited; moreover, it also helps you to recognize the remaining unused potential and make use of it.

The Graph

In the graph, the blue sections on the left represent the modules you have used to make your optimization progress so far, while the light gray sections on the right represent open optimization options. A message is assigned to every section of the graph: the messages under blue sections are purely informative, notifying you about already completed optimizations. The messages under gray sections, representing the optimization potential that can still be exploited, are more interactive, allowing you to directly access problems and deal with them right away.

Messages

Below the graph, you can see the current messages about optimizations already completed and about untapped potential. If you point your mouse cursor at any of the sections, an appropriate message will be displayed. In case of sections containing some unused potential, some button (like **Scan Now**, **Fix Now** or **Show Details**) will be available; clicking it opens the precise **AVG PC TuneUp 2014** module that you can use to achieve the unused potential.

> *Even if your system is perfectly optimized today, anything could change tomorrow that could present areas for optimization, e.g. the installation of new programs or a change to system settings. Pay attention to the messages on unused potential in order to keep your system optimized for the long term and therefore maintain a good Optimization Potential.*

What is Used to Calculate the Optimization Potential?

AVG PC TuneUp 2014 performs an analysis to see which optimizations it can perform on your system. This potential is displayed in a graph showing you how close your system is to having 100% optimization. You will achieve 100% – the perfect Optimization Potential and therefore a fully filled out graph – when you implement the recommended optimization potential for your system as much as possible.

The graph is made of different sections. The sections on the left-hand side (displayed in blue) represent

optimizations completed and the sections on the right-hand side (displayed in gray) show optimization potential still remaining. The Optimization Potential is calculated based on the analysis results of the following sections:

Maintenance

For this section to be considered as optimized, one of the following conditions must be fulfilled:

- Automatic Maintenance must be activated with all the necessary maintenance tasks enabled, or
- AVG 1-Click Maintenance is carried out within 14 days of use with all the necessary maintenance tasks, or
- AVG Registry Cleaner and AVG Shortcut Cleaner are run within 14 days and Temporary files are deleted within 14 days of use.

To delete **Temporary files**, open the **Clean Up** category in the Start Center. Here, open the **Clean Up Windows and Programs** dialog (in the **Gain disk space and delete usage data** area). Then check all boxes in the **Temporary Windows files** section and click the **Clean Up** button.

Live Optimization

For this section to be considered as optimized, the two **Live Optimization** options should be enabled. These two options have the same weighting.

PC Performance

Please note that you must answer the questions on your profile in order to receive appropriate recommendations for your system.

For this section to be considered as optimized, the following condition must be fulfilled:

- You have either accepted or hidden all recommendations.

Recommendations that you have hidden for 30 days will cause the status to be reclassified when this period expires and the recommendation will be displayed again.

PC Health

For this section to be considered as optimized, the following condition must be fulfilled:

- You have either fixed or hidden all problems.

Problems that you have hidden for 30 days will cause the status to be reclassified when this period expires and the problem will be displayed again.

Disable programs

The Optimization Potential analyzes how many of your existing programs are using up your system's resources and recommends that you optimize these through **AVG Program Deactivator** or **AVG StartUp Manager**. In doing so, the Optimization Potential takes into account the fact that you have classified some of your programs as important despite their system load and that they should remain active. Therefore this section of the graph is considered as optimized after a certain number of programs have been disabled.

4.5. Menu Bar

In the menu bar, you have access to the central settings dialog of **AVG PC TuneUp 2014** and to information about the program and individual modules.

The "Settings" Menu

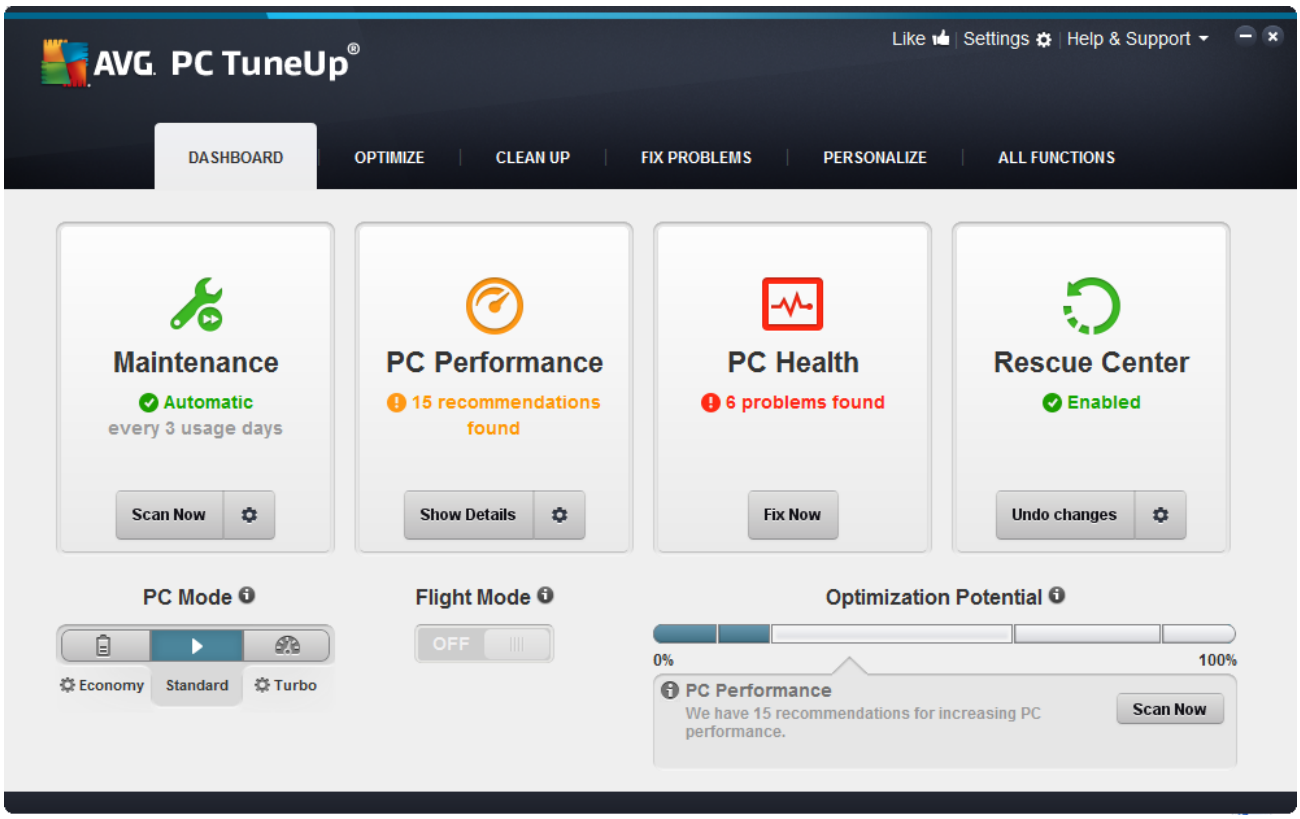
Clicking on **Settings** takes you to the central configuration dialog of **AVG PC TuneUp 2014**. Here you can adapt the program to your requirements, apply maintenance settings and configure **AVG Live Optimization**, **AVG Turbo Mode**, the update check and many other modules of **AVG PC TuneUp 2014**.

The "Help & Support" Menu

The **Help & Support** menu provides you with access to this program help. You can also click the link there and go to the AVG website directly. The **Info** entry opens a window with detailed information on your version of **AVG PC TuneUp 2014**. This information can be useful if you need to contact technical support. Clicking on **Check for updates** starts the **AVG Update Wizard** module, which checks whether there are any new updates for your **AVG PC TuneUp 2014**.

4.6. Dashboard

The **Dashboard** category displays the current status for the three most important function areas provided to you by **AVG PC TuneUp 2014**. In the event of warnings or recommendations, you can use the appropriate button to immediately address the problem behind the warning or view the recommendations. In the fourth area, you can see whether the **AVG Rescue Center** protection is enabled, so that you can undo any changes at any time.



Maintenance

The status in the **Maintenance** area shows how often your computer is maintained. This takes into account whether **Automatic Maintenance** is carried out regularly with the most important maintenance tasks or whether you have manually run **1-Click Maintenance** recently.

Under the status indicator is the **Scan Now** button. If you click it, **1-Click Maintenance** will be carried out with the default **AVG PC TuneUp 2014** settings or the changes to the maintenance settings made by you.

When you click on the **gear wheel** button next to the **Scan Now** button, the central configuration dialog opens, where you can specify the maintenance tasks that should be carried out by **Automatic Maintenance** and **1-Click Maintenance**. You can also specify when **Automatic Maintenance** should be carried out.

For more information, see Maintaining system.

PC Performance

The status field in the **PC performance** area shows whether **AVG PC TuneUp 2014** has detected options for increasing the performance of your computer. For example, you may receive recommendations for increasing the speed of your Internet, uninstalling programs that haven't been used for a while or upgrading your hardware.

However, in order to get the most out of performance recommendations that are personalized to your requirements, you must first answer some questions regarding your usage profile. To do trigger this dialog, click the **Scan Now** button (or, if you're not running the PC performance test for the first time, use the **gear wheel** button next to the **Scan Now** button).

If there are recommendations, you can view these by clicking **Show details** or the link to the recommendations. Each recommendation has a detailed description and you can apply most recommendations with just a click of the mouse. You can also hide individual recommendations. Once all recommendations have been applied or hidden, the status for this area reverts to green.

For more information, see Increasing Performance.

PC Health

The status in the **PC Health** area shows whether everything is working fine on your computer or whether critical problems have been detected which may affect the system's health. For example, a check can be carried out to see if key Windows settings have been configured correctly, if there is enough free space on your system drive or whether important security programs have been installed.

If problems have been found, click **Fix problems**. For each problem, you will receive a description and can choose if you want to solve it now or hide it until later. Once all problems have been solved or hidden, the status of this area reverts to green.

For more information, see Fixing Problems.

Rescue Center

On the far right under **Rescue Center**, you can see the current status of **AVG Rescue Center**. By simply clicking on **Undo changes** you can undo any changes made in **AVG PC TuneUp 2014** at any time.

The **AVG Rescue Center** module monitors the changes you make to your system using **AVG PC TuneUp 2014**

and allows you to undo these at a later stage. You can also use **AVG Rescue Center** to manage restore points and thereby undo system changes that you did not make using **AVG PC TuneUp 2014**.

When you click on the **gear wheel** button next to the **Undo changes** button, the central configuration dialog opens, allowing you to specify the modules protected by the **AVG Rescue Center**, as well as the number of stored backups and frequency of their deletion.

For more information, see Undoing changes.

4.6.1. Maintaining System

In this chapter, you will find out how **1-Click Maintenance** or **Automatic Maintenance** can help you to maintain an **optimized system performance** and a **clean computer**, so that the system runs quickly and reliably.

4.6.1.1. 1-Click Maintenance

1-Click Maintenance is particularly suited to those users who would rather set the time for maintenance themselves and wish to monitor its progress. The link for starting 1-Click Maintenance can be found in the status field of the **Maintenance** category in the Start Center. After maintenance has been performed by **1-Click Maintenance**, further details on any problems found are also displayed.

By default, **1-Click Maintenance** performs the following tasks for you:

- Cleans your registry

  Over time, the central Windows registry becomes filled with hundreds of superfluous entries. These include references to non-existent files, backlogs of programs deleted long ago and faulty entries. Your registry is cleaned, making your Windows system fast and problem-free.

- Defragments your registry

  Even after the registry has been cleaned as described above, it is not automatically smaller because the disk space that is freed up is not released. This feature compresses the registry by deleting these gaps.

- Removes broken shortcuts

  1-Click Maintenance checks whether there are any broken shortcuts on your desktop or in the Start menu or Quick Launch taskbar and then automatically deletes them. At the same time, a search is also made for faulty entries in the history lists of various programs such as Windows Media Player or Microsoft Office.

- Frees up disk space by deleting unnecessary files

  So-called "temporary" files are something of a nuisance. Windows and programs create temporary files on the hard disk, in order to temporarily store certain settings or data. If the program in question is closed, these files should really be deleted from the program. However, the program in question often "forgets" to clean up after itself so that over time your hard disk can be filled with a lot of unnecessary data. **1-Click Maintenance** reliably deletes all temporary files and folders from your hard disk.

- Cleans up your browser

  As you surf the Internet, your browser saves various kinds of data on your computer. 1-Click

Maintenance cleans up the cache and download history of your browser.

- Optimizes system startup and shutdown

  Some programs that are run each time you start your system slow down the startup process to an unnecessary extent. Such known programs that are definitely not required are turned off here.

- Defragments your hard disk

  In the background, **AVG PC TuneUp 2014** changes the arrangement of files and folders so that they can be read more quickly. Regular defragmentation is paramount - especially if the data structure of your hard disk changes frequently, for example because you move or delete files or install new programs. Defragmentation is, however, only carried out when necessary. And you can even choose whether - if it was determined that defragmentation was necessary - a thorough or a quick defragmentation should take place, or whether this should depend on the result of the analysis.

  Solid-state drives (SSD) are detected by **AVG PC TuneUp 2014**. They are not analyzed or defragmented, as it is not possible to optimize solid-state drives through defragmentation and they could be damaged by defragmentation.

4.6.1.2. Automatic Maintenance

The **Automatic Maintenance** is particularly useful for all users who do not want to worry about the maintenance of their computer. As its name suggests, **Automatic Maintenance** regularly and automatically performs the most important maintenance work on your system to ensure that Windows remains fast and stable.

The **Automatic Maintenance** function is also configured so that it performs all maintenance tasks. However, it is run in the background and only the notifications tell you when it was carried out.

Performing Maintenance

You can specify whether and when **Automatic Maintenance** should run automatically in the background. You can even have automatic maintenance run only in idle mode, i.e. it only starts when you are not currently working on your computer and no programs are required in the background. This way **Automatic Maintenance** will never interrupt your work. If you select this option, following the number of days specified by you, maintenance will be attempted as soon as your computer is in idle mode. Three days is selected by default.

If, after a period of a week, it was not possible to perform full maintenance because your computer was not in idle mode for long enough then - if you enable this option - maintenance will be carried out anyway. This prevents your computer from not being maintained over a long period of time.

If you choose scheduled maintenance, the procedure is similar: If your computer is not switched on at the time of scheduled maintenance, **Automatic Maintenance** is performed 5 minutes after you next start your PC. This option can also be disabled.

If you work with a portable computer, you can also specify - in addition to the other options - that you don't want maintenance to be performed when the computer is running off the battery, so as not to reduce the battery life unnecessarily. This option is enabled by default.

4.6.1.3. Changing Maintenance Settings

In the Start Center, click click on the gear wheel button in the **Maintenance** area of the **Dashboard** category. The central **AVG PC TuneUp 2014** configuration dialog opens, with an area for **Automatic Maintenance** and one for **1-Click Maintenance**. Configure your settings here.

Alternatively, you can open the maintenance settings window by going to **All functions** in the Start Center and selecting the **Settings** entry under **AVG PC TuneUp 2014**. Or click on **Settings** in the Start Center menu bar and select the **Automatic Maintenance** or **1-Click Maintenance** area.

Because **AVG PC TuneUp 2014** preferably wants to provide comprehensive maintenance for your computer, all maintenance tasks are activated by default for both **Automatic Maintenance** and **1-Click Maintenance**. However, if you do not want certain maintenance tasks to be performed, you can exclude them from maintenance. For example, if you would rather defragment your hard disk manually, simply clear the **Defragment hard disks** checkbox.

4.6.2. Increasing Performance

In this chapter, you will find out **why it is important to do so** and **how** you can use **Increase performance** to increase the performance of your system, by turning off unnecessary tasks and services.

You can improve your **system performance** by turning off tasks and services that run in the background and that you rarely, if ever, need for your day-to-day work. For tablet PC compatibility (i.e. the option of operating the computer by moving a stylus across the screen) or network server technologies. You can also increase the performance of your computer by uninstalling programs. A search is therefore run for programs that have not been used for a long time - programs that you may not even remember you had and which slow down your system unnecessarily. **AVG PC TuneUp 2014** also recognizes when your computer hardware is not powerful enough.

Your **Internet settings** can prevent Windows from using the bandwidth of your Internet connection optimally. Downloading two files at once or downloading data from websites can be slowed down by Windows default settings. You will also be shown the potential for optimization here too.

Should your computer be slowed down by superfluous **visual effects**, this will be identified.

AVG PC TuneUp 2014 checks your computer for such performance-sapping visual effects and provides recommendations for increasing performance.

To enable **AVG PC TuneUp 2014** to provide you with comprehensive recommendations, you must complete the profile before running the software for the first time. The way is then clear to a rapid and simple performance boost.

In the Start Center under the **Dashboard** category, you can see whether you have any recommendations in the status field of the **PC performance** category. If you have hidden some recommendations, these do not impact the status any more. Open the details window by clicking on the **Show details** button.

When you open this window for the first time, you must answer the short questions from the profile wizard, so that the optimization can be precisely tailored to your situation and needs. If you wish to adjust or update your profile info, simply click the **gear wheel** button (just next to the **Scan Now/Show details** button). *For more information, see Profile.*

Overview

The details window opens on the **Overview** tab, where you can find out whether there is any potential for increasing performance. In the areas **Internet settings** and **Visual effects**, you can perform all the optimization recommendations found by clicking **Optimize all**. This will not restrict any of your important functions.

The recommendations in the **Hardware and software** area on the other hand depend heavily on your usage behavior. This is why you can only apply them one at a time.

Switching Tabs

Click on a recommendation or on the **Details** button to move to the other tabs, where you can view the details of each recommendation. Alternatively, you can click on the name of the tab you want.

Applying Recommendations

In the **Internet settings** and **Visual effects** tabs you can perform all the optimization recommendations found by clicking **Optimize all**. Alternatively, you can click on a recommendation in the left column. In the right-hand area of the window, a detailed description will appear and you can apply the recommendation by clicking on the button on the bottom right.

In the **Hardware and software** tab you must answer a few simple questions on each recommendation in order to receive suitable options to continue. If you can't answer a question or want to postpone the decision, you can hide the recommendation by clicking on **Hide recommendation** on the bottom right.

Please note that you cannot of course simply accept the recommendations concerning your hardware, but can only hide them.

Hiding and Showing Recommendations

If you do not want to accept a recommendation, click **Hide recommendation**. Now you can select whether you want to hide it permanently or only for 30 days. The number of hidden recommendations is always displayed in the taskbar on the right. By clicking on the number displayed, you can easily **show** these recommendations again.

Changing a Profile

Selecting **Change profile** on the top right takes you to the profile, which shows the basis for your optimization recommendations.

4.6.2.1. Profile

The first time you use **AVG PC TuneUp 2014**, you are prompted to complete a profile, so that it can provide you with tailored recommendations for increasing performance. This profile contains the following questions:

How is your Computer Usually Connected to the Internet?

Select the type of connection from the list so that your network, Internet and browser settings (for example packet sizes) can be adapted as best as possible to your Internet connection.

What Criteria Should be Used to Optimize Visual Effects?

If you select **Maximum performance** (irrespective of display quality), all effects and the colorful Luna theme (Windows XP), or the Aero glass theme (newer Windows) are turned off. This is highly recommended, especially for slower computers, because the display of these sophisticated interfaces really eats up resources.

If the interface on your computer flickers and it takes a while for windows to open, choose the option **A balance between performance and display quality**. The attractive interfaces are retained but the performance-sapping effects are switched off.

> *If you have a high-performance graphics card, your system performance will not be improved by turning off the Windows Vista Aero desktop experience.*

How Many Days Should a Program Remain Unused Before We Recommend Removing it?

Your computer is checked for programs that have not been used for a long time. These are then displayed with the recommendation that they are removed so that they do not slow down your computer unnecessarily. Based on your user behavior, you specify here after how many days a program that has not been used is considered to be potentially unnecessary and displayed with the recommendation that it is removed.

Changing a Profile

You can change the settings for your profile later at any time, by going to **PC performance** in the **Dashboard** category of the Start Center and clicking the **gear wheel** button (located just next to the **Show details** button).

Alternatively, you can click on the **Change profile** button at the top left of the **Increase performance - details** window.

Note that you cannot confirm your profile until you have entered all the necessary information.

4.6.3. Fixing Problems

In this chapter, you will find out **how** to use the **Fix problems – Details** feature to fix problems that affect the health of your system and **why it is important to do so**.

To find out whether there are problems affecting your system's health, go to the Start Center in the **Dashboard** category and look at the **PC health** status field.

For example, checks are made to see if key settings have been set correctly in Windows, if there is enough free memory on your system drive, if important security programs are installed and if there are any new Windows updates. If you have hidden some problems, these do not impact the status any more. Open the details window by clicking on **Fix Now**.

Overview

The details window lists the problems found. When you select a problem from the list, the detail panel gives you a short description of the problem and a suggestion for a solution.

Fixing Problems

For each problem, you can decide whether you want to solve it straightaway or hide it. The easiest way is to fix problems by clicking on the link for the suggested solution.

Hiding Problems

If you don't want to fix a problem immediately, click **Hide problem**. Now you can select whether you want to hide it permanently or only for 30 days.

4.6.4. System Protection

In the following chapters, you will find out **how** to use the **AVG Rescue Center** module to undo changes that you made with **AVG PC TuneUp 2014**. You can also use **AVG Rescue Center** to perform system recoveries, i.e. to undo changes that you did **not** make with **AVG PC TuneUp 2014**.

System Recovery

The **AVG Rescue Center** even lets you undo changes made not by **AVG PC TuneUp 2014** but by other

applications. **AVG Rescue Center** offers integration with the Windows system recovery function for this.

Windows regularly creates restore points. Should your system stop behaving as it should, you can revert at any time to one of the restore points. The previous system status is then restored and any changes made after this point are lost.

Where Can I Find the AVG Rescue Center?

The **AVG Rescue Center** is always within reach: To access the **AVG Rescue Center**, press **Undo changes** button that can be found in the **Dashboard** category of the Start Center (Rescue Center area). This button is also located in the individual modules.

4.6.4.1. Undoing Changes

Start the **AVG Rescue Center** module by clicking **Undo changes** button that can be found in the **Dashboard** category of the Start Center (Rescue Center area).

Alternatively, you can start the module by going to **All functions** in the Start Center and selecting the **Undo changes** entry under **AVG PC TuneUp 2014**.

In the right-hand column, **AVG Rescue Center** shows you a list of all saved backups arranged by module or date and specifies for each entry the number of modified settings, time of change and the disk space freed up by the changes.

Showing details

The **Details** button takes you to an exact log of the changes carried out. However you can only view this log. You cannot undo only selected changes. For this reason you may have to restore a number of superfluous files before you can use just one file again that you deleted by accident.

Delete

If you are quite certain that you no longer need a backup, you can delete it permanently using this button.

Restore

Use this button to restore the system to its status before the selected backup.

4.6.4.2. System Restore

Start the **AVG Rescue Center** module by clicking **Undo changes** button that can be found in the **Dashboard** category of the Start Center (Rescue Center area)

Alternatively, you can start the module by going to **All functions** in the Start Center and selecting the **Undo changes** entry under **AVG PC TuneUp 2014**.

Click on **System Recovery.**

In the right-hand column, **AVG Rescue Center** shows you a list of all stored backups and also the time at which each entry was changed.

Create Backup

Use this button to create a system restore point. Give this point a name by which to remember this system status at a later time.

> *Since a system restore point saves the status of your configuration and system files, you are advised to create a system restore point before making any significant changes to the system (such as installing a program). If something goes wrong during installation or your computer no longer works the way it used to, you can always restore it back to its original status at any time.*

Delete

If you are quite certain that you no longer need a backup, you can delete it permanently using this button.

Restore

Use this button to restore the system to its status before the selected backup. You will need to restart your system.

This function is useful if your computer no longer functions properly following a change to the system.

> *First, select a restore point that is as recent as possible, in order to avoid undoing too many system changes.*

4.6.4.3. Changing Settings

You can change some of the settings of the **AVG Rescue Center**. In the **AVG Rescue Center** click on the

Settings button.

Alternatively, you can enter these settings from the Start Center. In the Menu Bar, click **Settings** and find the **Rescue Center** protection item (in the list on the left side of newly triggered configuration dialog).

Rescue Center Protection

Every **AVG PC TuneUp 2014** module is protected by **AVG Rescue Center** as standard. You can disable this support for individual modules by clearing the relevant checkboxes.

Backups

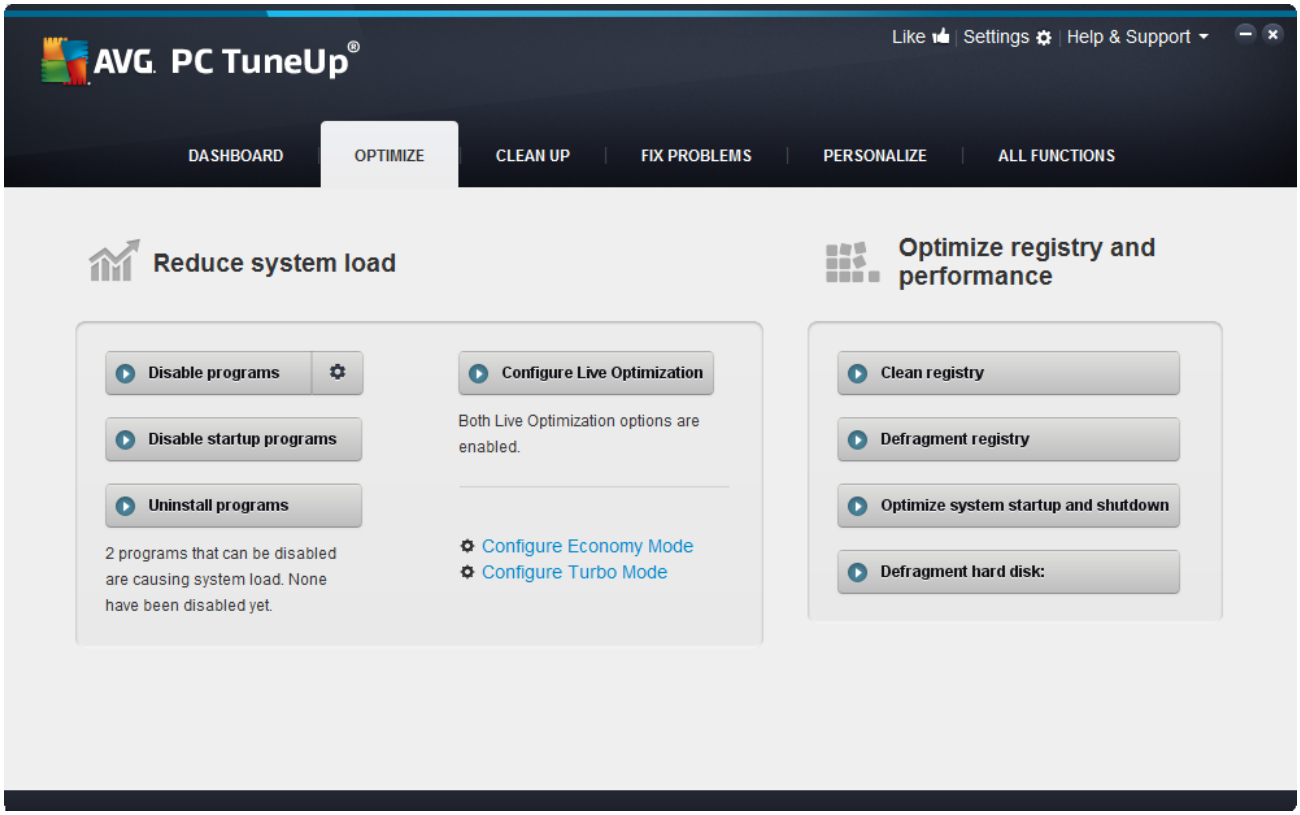
Here you can set how long the individual backups of **AVG Rescue Center** should be stored for. The standard setting is for backups to be automatically deleted after two weeks and for a maximum of 60 backups to be stored.

Do not restrict the AVG Rescue Center protection too much in order to save disk space. In the event of problems, the protection function is very useful as a last resort and generally more important than saving a small amount of space on your hard disk.

4.7. Optimize

Your computer does not always work quite how you would like it to. Often it seems to take an eternity to call up individual programs or to save files and you start to doubt the performance capabilities of your computer. But in many cases this has nothing to do with the hardware. The problem is caused by the programs that are started, without you being aware of them, or remnants of programs that were not completely removed from your computer during an uninstallation process.

All modifications to your system will be monitored by AVG Rescue Center and can be undone if necessary.



Reducing System Load

The **Reduce system load** area is devoted to dealing with your installed programs and services. Its functions extend from disabling startup programs that have no impact whatsoever on the actual program, and manually uninstalling individual programs, to automatically turning off entire function areas. But that is not all! In this area, you will also find a link to an unprecedented function. Have you ever had an intelligent alternative to uninstallation? Now you do – **AVG Program Deactivator** a module that uses our unique **AVG Programs-on-Demand Technology**.

For more information, see Reducing System Load.

Optimizing registry and performance

Being able to disable or uninstall programs is an important criterion for optimizing system performance. But this may not achieve a great deal if your Windows system is still full of "relics", i.e. remnants of programs that were uninstalled long ago but were not fully removed. You can use our cleanup program to only keep entries on the computer that really belong there - then complete your tidying with a more intelligent arrangement of the system entries and data to ensure a quicker startup of programs and files.

For more information, see Optimizing registry and performance.

4.7.1. Reducing System Load

Disabling Programs

The **AVG Program Deactivator** module shows you to what extent the installed programs are loading the system at various times (system startup, operation, shutdown). Thanks to the new **AVG Programs-on-Demand Technology**, you can now disable any performance-sapping programs easily and no longer need to uninstall them immediately. This means you can keep the programs on your computer in case you need them again at a later date.

For more information, see Disabling Programs.

Disabling Startup Programs

The **AVG StartUp Manager** module gives you recommendations and additional information about programs that are automatically run on your computer when the system starts up. You can disable the automatic startup of individual programs and thereby speed up your computer's startup.

For more information, see Disabling Startup Programs.

Uninstalling programs

The **AVG Uninstall Manager** module shows all the programs installed on your computer together with detailed information about them. For example, you can identify which programs you only rarely use and uninstall these if necessary. This helps you clean up your computer, gain disk space and increase system performance.

For more information, see Displaying and Uninstalling Programs.

Rating Function for Programs

The three modules mentioned above contain the useful **Rating function for programs**. The experience of many **AVG PC TuneUp 2014** users shows you which programs have been classified as useful by other users and helps you to decide which startup programs you want to disable and which programs you want to disable or uninstall.

Configuring Live Optimization

AVG Live Optimization consists of two intelligent optimization methods that monitor the load on your computer in real time and can thereby intervene if necessary to avoid sudden drops in performance. Both help to speed up your system - one increases the startup speed of programs, the other increases the response rate of the computer.

This is done by intelligently prioritizing the programs that are running. If your computer is currently working at near full capacity, the programs you access will start up more rapidly by briefly assigning them a higher priority. And if a background program suddenly gets carried away and requires a particularly high amount of computing power, it will be assigned a lower priority so that the programs you are currently using will run more smoothly. This also enables speedy workflows even at high capacity.

Configuring **Economy Mode**

The **AVG Economy Mode** from **AVG PC TuneUp 2014** is an intelligent module for saving energy, which can also increase the performance of your computer at the same time. **AVG Economy Mode** provides immediate energy saving whenever you need it. When you switch your computer to **Economy Mode**, it reduces the energy used by hardware and the tasks, programs and features that are running in the background and not

strictly necessary. They are stopped or turned off, which can reduce energy consumption considerably.

Configuring **Turbo Mode**

From here you can open the configuration wizard, which enables you to set the **Turbo Mode** to suit you. You can choose which tasks, programs and functions can be temporarily disabled so as to increase performance while **Turbo Mode** is on. The more you allow to be switched off, the better the gain in performance will be. If you change your mind later, you can call up this configuration wizard at any time by clicking on the small wrench icon on the right next to the **Turbo Mode** switch or clicking **Turbo Mode** in the **Settings** menu.

For more information, see Configuring Live Optimization.

4.7.1.1. Disabling Programs

In this chapter, you will find out **how** you can use the **AVG Program Deactivator** module to disable programs that place a load on your system at various times (at system startup, during operation and at shutdown) and **why it is useful to do so**.

Until now, users only had two options for dealing with unnecessary programs: They could either remove them from the system completely or accept that their background programs would continue to slow it down. After a program is uninstalled, there is always the risk that files that were dependent on it will no longer be able to be started. If the program is left on the computer, it is always available if it is needed, but continues to impair system performance.

AVG Program Deactivator not only reduces the load of programs at system startup, but also during normal operation and at shutdown, where the load is a result of services and tasks belonging to one program.

AVG Programs-on-Demand Technology

Thanks to the **AVG Programs-on-Demand Technology** there is now a third option: Disable programs that are no longer required first and see if you can continue to work without them. If you notice that you need a program again, it is no longer a problem. You can start the program as usual - the **AVG Programs-on-Demand Technology** reactivates the program in the background, as if you had never disabled it. With the improved **AVG Programs-on-Demand Technology**, programs are even disabled automatically after they are used, so that the load on your system is always kept as low as possible.

Design of AVG Program Deactivator

AVG Program Deactivator is divided into three areas: the **All installed programs** area, the **Load from installed programs** area and the **Details** area. You will now find the additional **Introduction** button in the menu bar, which allows you to open the introduction to **AVG Program Deactivator** at any time.

All installed programs

In the **All installed programs** area, you can see an overview list of all the programs installed on your system together with their load status. In the **Name** column, the programs are sorted according to their load: high, medium or low. Programs that do not place any load on the system have the status "none" and are not listed by name. The value for the load is always the highest value for startup, operation or shutdown. In the **Status** column, you can see the current status of the programs.

Load from installed programs

In the **Load from installed programs** area, you will find three graphs that are designed to give you a visual

overview of the load on your system: The left-hand graph shows you the load on system startup, the centre one the load during normal operation of your PC and the right-hand one the load when shutting down. A legend with explanations is provided underneath the graphs. If a program is selected in the list, this is shown by a program icon next to the graph.

Details

In the **Details** area, you can see the name of the selected program, its current status and the load on the system from that program. You can use the switch to enable or disable the program. If no program is selected, you will see an overview here showing how many programs are enabled/disabled or relevant to the system. If several programs are selected, the details area shows the number of programs with the various statuses. The status shown next to the switch is the predominant status. In the next column, you can see the current status of the program in question.

Possible Statuses of Programs

In **AVG Program Deactivator**, there are four different statuses for programs.

Desired status

In the **Desired status** column, you can see the status that you have selected for your programs. You can change the desired status by clicking on the switch.

Enabled

The program is fully enabled and is having an impact on the load on your computer.

Disabled

The services of the program that run continuously in the background have been turned off.

Required by system

This is a program that **AVG PC TuneUp 2014** has classified as relevant for the security or proper operation of your system and the disabling of which could have serious consequences. Therefore, it is not possible to change the status of one of these programs and the switch is grayed out.

Impactless

The program cannot be disabled because it does not have a negative impact on the system load. For this reason, the switch is grayed out and cannot be changed.

Current status

In the **Current status** column to the right, there is further information about the current status of a program.

Permanently enabled

The program is fully functional and is causing a system load even when you are not using it.

Disabled until program startup

The program is fully disabled and will not cause any load on the system until you start it again manually. It will be disabled again afterwards.

Disabled after idling or restart

The program cannot be turned off during normal operation; **Program Deactivator** will disable it automatically the next time the computer is idle or the system is restarted.

Disabled after restart

The program cannot be turned off during normal operation; **Program Deactivator** will disable it automatically the next time the system is restarted.

Cannot be disabled

This is a program that **Program Deactivator** has classified as relevant for the security or proper operation of your system and the disabling of which could have serious consequences. Therefore, it is not possible to disable it.

Does not cause system load

The program cannot be disabled because it does not have a negative impact on the system load.

Changing Settings

If you have turned off the setting **Disable again automatically when closed (recommended)** under **Program Deactivator** in the **Settings**, your programs may have the following status:

Current status

Enabled

The program is fully functional.

Disabled

The services of the program that run continuously in the background have been turned off.

Scheduled to be disabled

The program will be disabled automatically as soon as this is possible.

Required by system

The services of the program that run continuously in the background have been turned off.

Impactless

The program cannot be disabled because it does not have a negative impact on the system load.

Status description

To the right of the **Current status** column, the **Status description** column contains further information about the current status of the program in question.

How to Disable Programs

Launch the **AVG Program Deactivator** module by going to the **Optimize** category in the Start Center and selecting **Disable programs** under **Reduce system load**.

Alternatively, you can start the module by going to **All functions** in the Start Center and selecting the **Disable** entry under **Installed programs**.

The **AVG Program Deactivator** module uses AVG Programs-on-Demand Technology, which reduces the load on your system and therefore increases system performance.

How to Disable Programs

1. Select a program in the list that has the status **Enabled**.
2. Disable the program using the switch in the status column or in the details area or click on the **Disable** button in the toolbar.

How to Enable Programs

1. Select a program in the list that has the status **Disabled**.
2. Enable the program using the switch in the status column or in the details area or click on the **Enable** button in the toolbar.

How to Enable or Disable More than One Program

If you select more than one program at the same time, the possible action depends on the predominant status. For example, if two selected programs are disabled and one is enabled, you can only enable the programs. However, with two enabled and one disabled program, you can only disable the programs.

Following the action, a window is shown in the display area to the left informing you of the result of your action.

How to Configure Program Deactivator

In the upper right corner of the Start Center you can find the menu bar. By clicking on **Settings** you open the central setting dialogue of **AVG PC TuneUp 2014** which offers you a list of the most important settings of **AVG PC TuneUp 2014** along with their respective options, sorted by modules.

Click on **Program Deactivator** on the left in order to open the settings for **AVG Program Deactivator**.

Load Points

The **AVG Programs-on-Demand Technology** calculates the load on your system based on an internal points system. For this, **AVG PC TuneUp 2014** determines the background programs associated with each program, i.e.

the programs or services that were installed together with the actual program and are then continually run without the user's knowledge, "stealing" processing power. The more background programs there are for a program, the more this program burdens the computer. The **AVG Programs-on-Demand Technology** calculates the amount of executed programs at different times: system startup, operation and shutdown. The display in the **Load** column takes the highest of these three values.

4.7.1.2. Disabling Startup Programs

In this chapter, you will find out **how** you can use the **AVG StartUp Manager** module to speed up the startup and working speed of your computer and **why it is important to do so**.

Many programs start automatically in the background when you turn on your computer. This makes perfect sense for important functions and services like the virus scanner or the configuration console of your sound card.

However, programs often start automatically in the background that you require only very occasionally or never.

Every time a program starts automatically not only does it slow down the Windows system startup but the individual program parts that are always running in the background also slow down your computer. Some of these programs can also irritate you by displaying advertising messages.

More Information About Startup Programs

When installed, some startup programs are entered in the Start Menu from where they can be easily removed. However, most startup programs enter themselves directly in the registry and are not to be found in the startup folder. Often during system startup and user logon, scheduled tasks are used to start programs automatically.

AVG StartUp Manager finds all startup programs, regardless of how well hidden their start command is. For every startup program it also supplies a detailed **description** and an **evaluation** of the necessity of starting this program automatically.

AVG StartUp Manager does not just allow you to enable or disable startup programs, it also tells you about the individual programs and provides recommendations for every startup entry.

Note that disabling startup does not remove the program itself. It only disables the startup and therefore speeds up system startup and the speed of your computer.

How to Configure Your System Startup

Launch the **AVG StartUp Manager** module by going to the **Optimize** category in the Start Center and selecting **Disable startup programs** in the **Reduce system load** area.

Alternatively, you can start the module by going to **All functions** in the Start Center and selecting the **Disable startup programs** entry under **Installed programs**.

Before the program starts, the startup screen may appear for the Rating function for programs. Here you can decide whether to enable this feature and click OK.

When **AVG StartUp Manager** starts up a list of all Startup programs opens. When you use the module for the first time, all entries are enabled. This means that these programs will automatically start in the background every time the system is started.

In **AVG StartUp Manager** you can choose from the following functions:

Disabling Automatic Program Startup

This prevents the program from starting automatically in the background when you next start up the system. The entry remains in the list however, meaning that you can turn automatic startup back on at any time.

1. Select a startup program from the list.
2. Disable it using the button or from the toolbar.

If, despite our Tips for Optimizing System Startup, you are not sure whether or not you should disable startup programs, we recommend that you disable one startup program only, restart your computer and start the programs you use in the usual way. This helps you find out whether the automatic startup really is unnecessary. If something doesn't work properly the next time you start Windows, select the check box again. If everything is working as it should, you can disable the next startup program.

Enabling Automatic Program Startup

This starts the program automatically in the background when you next start the system. Afterwards, you can disable automatic startup at any time again.

1. Select a startup program from the list.
2. Enable it using the switch or the button in the toolbar.

Adding a startup program

To have the system automatically run additional programs on system startup, simply add them to the list.

1. On the toolbar select the **Add** button. Alternatively you can right-click to open the context menu and select the **Add program** entry.
2. From the list, select the program that is to start automatically each time the system is started. If this does not happen, click Browse and select the program you want from the list that opens.

Removing a startup program from the list

If you are sure that you do not want a program to be started automatically, you can remove it from the list. You can add it back to the list at a later stage by clicking **Add** or using **AVG Rescue Center**.

1. Select a startup program from the list.
2. On the toolbar, select the **Delete** button. Alternatively you can right-click to open the context menu and select **Delete**.

Tips for Optimizing System Startup

As the name suggests, a startup program is one that automatically starts up every time you start up your computer. For this reason, it is always active in the background and occupies your system's resources, even if you never use the program. This makes perfect sense with a virus scanner, for example. On the other hand, some other startup programs could place an unnecessary load on your system.

The fewer the programs that start up automatically in the background, the faster your system will start up. In addition, your computer will run faster if there are no unnecessary programs active in the background.

What Guidance Does AVG StartUp Manager Offer?

For each program, decide based on the following information whether it should start automatically in the background on startup.

Evaluation

For most startup programs, **AVG StartUp Manager** provides an **evaluation** showing you whether an automatic startup of the program is **necessary**, **unnecessary** or **optional**. Thanks to a database maintained by the AVG team, all security-related programs, for example, will be classified as necessary. Well-known unnecessary startup programs will be classified as unnecessary. Other programs that appear incorrectly in the list will also be considered as unnecessary. This is the case, for example, if an entry in the list refers to a program that has already been uninstalled.

This classification can result in many programs being classified as optional. In this case, the decision is based on your usage behavior. The description, **online search** or the **Rating function for programs** will help you further with this.

To learn more about how the Rating function for programs can help you make the decision, see Rating Function for Programs.

Description

If you select a startup program in the list, the database will supply a **description** of the program to make the decision easier for you.

In the case of very unusual programs, **AVG StartUp Manager** might not recognize a program. If so, you can obtain information on this program by searching **online** via a link.

In addition, you can also help ensure that a description of this program appears here in future, by providing AVG with information on this program via the **Report program** link.

Rating

The **Usefulness** column provides you with information on how useful you and/or other users of **AVG PC TuneUp 2014** find the program. If you have not yet provided a rating, you can rate it now. **AVG PC TuneUp 2014** calls up the ratings of other users from a serverdatabase and displays them. These ratings are automatically updated regularly.

If you are still unsure, despite our guidance, whether you should disable a startup program, we recommend that you disable just one startup program, reboot the computer and start up the programs you use in the

usual way.
If something does not work properly following the restart, all you have to do is select the checkbox again. If everything is fine, you can disable the next entry and enjoy a faster system startup.

4.7.1.3. Displaying and Uninstalling Programs

In this chapter, you will find out how you can use **AVG Uninstall Manager** to display the programs installed on your computer, **why** you might want to uninstall them and **how** to do so.

Over time, you accumulate a large number of programs on your computer, many of which you probably do not even use. So that your Windows system can run quickly and smoothly, you should regularly remove unused or unnecessary programs.

Each time you install a program on your computer, it becomes deeply anchored in the Windows system where it remains until you uninstall it completely. If you no longer require a program, it is not enough just to delete the program folder or the desktop icon that you use to open it.

Most programs distribute their files across several locations on your hard disk and also make entries in the Windows registry.

AVG Uninstall Manager lets you rapidly determine what programs you rarely use or which take up an especially large amount of space. You can **show** all installed programs sorted according to different aspects and then, using the useful additional information about when you installed the program and how often you use it, decide whether you still need it or should **uninstall** it.

How to Uninstall Programs

Launch the **AVG Uninstall Manager** module by going to the **Optimize** category of the Start Center and selecting **Uninstall programs** from the **Reduce system load** area. Alternatively, you can start the module by going to **All functions** in the Start Center and selecting the **Uninstall** entry under **Installed programs**.

Before the program starts, the startup screen may appear for the Rating function for programs. Here you can decide whether to enable this feature and click OK.

AVG Uninstall Manager shows you a list of all installed programs. In the menu bar, click **Organize** to sort the table by column or select a filter under **View** to display only selected programs. This will help you quickly identify what programs you no longer use or which take up the most space.

If you select an entry from the list, additional information about the program is display in the **Details** area to the right. You will see details of the manufacturer, installation date, date of last use, size of program files on your hard disk, system usage and the program rating.

If, despite the statistical data that AVG Uninstall Manager shows you, you are not sure whether you wish to uninstall a program because you do not know what it contains, click on Online search in the toolbar. A web page opens displaying the results of the search for the program selected in the list. This page provides detailed information on the program. This information will also help you to decide whether you should uninstall a program or not.

The **Usefulness** column is also helpful for your decision-making process. This provides you with information on how useful you and/or other users of **AVG PC TuneUp 2014** found the program. If you have not yet provided a rating, you can rate it now. **AVG PC TuneUp 2014** calls up the ratings of other users from a server database and displays them for you. These ratings are automatically updated regularly.

Click **Uninstall** to remove a program.

To remove a program correctly from your computer, highlight the entry and click **Uninstall** in the toolbar. You can also double-click on the entry.

The uninstall routine that is now called up varies from program to program. None of these programs merely deletes the files from the hard disk – they also remove all desktop icons, the entries in the Start Menu and the entries in the registry. Follow the instructions for the uninstallation procedure to complete the process.

If you do not want to uninstall a program and you wish to be sure that it does not appear in this list in the future, select **Remove entry** from the context menu of an entry. You will then no longer be able to uninstall the program using **AVG Uninstall Manager**. Note that this does **not** uninstall the program.

4.7.1.4. Configuring Live Optimization

In this chapter, you will find out **how** and **why** you can increase the performance of your computer by turning on **AVG Live Optimization.**

AVG Live Optimization consists of two intelligent optimization methods that monitor the load your computer is under in real time and can thereby intervene if necessary to avoid sudden drops in performance. Both optimization methods work to accelerate performance - one increases the computer's response rate, the other the speed at which programs start up - but only when necessary.

This is done by intelligently prioritizing the programs that are running. If your computer is already working at near full capacity and you start a program, this program will start more rapidly if it is briefly assigned a higher priority. And if a background program suddenly gets carried away and requires a particularly high amount of computing power, it will be assigned a lower priority so that the programs you are currently using will run more smoothly. This enables work to be carried out quickly, even at high capacity.

Start the **AVG Live Optimization** module by going to the Start Center and clicking on the **Configure Live Optimization** entry on the right-hand side of the **Dashboard** category.

Alternatively, you can open the module by going to **All functions** in the Start Center and selecting the **Configure Live Optimization** entry under **AVG PC TuneUp 2014**. Or click on **Settings** in the Start Center menu bar and select the **Live Optimization** area.

Here you can select the two optimization methods. Since both of these are intelligent optimizations in real time, they do not always take effect immediately. Rather you specify here that from now on the load under which the computer operates is to be monitored so that both optimizations can apply if the need arises.

Select here the optimization methods to be carried out where necessary:

Increasing the Response Rate

This optimization method monitors all background processes and gives them lower priority if they take up too much computer power. This ensures an optimal response rate and prevents juddering by windows or programs. This intelligent optimization identifies need and ensures that the computer's response rate is always optimum.

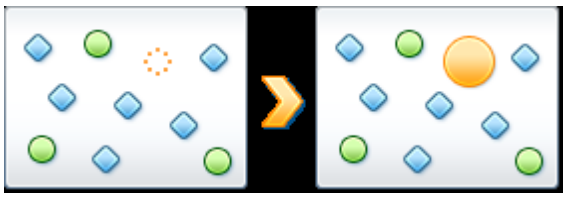
The following pictures represent the inside of your computer before and after the **Increase response rate** option is enabled. Here you can see how the load on your PC is reduced:

In addition to those programs that you are currently using (green), many others are also running in the background that are really not that important for your work (blue). If such background processes suddenly start to require a great deal of processing power, they are assigned a lower priority so that your other programs can continue to run smoothly.

Speed up the startup of my programs

This optimization method intervenes if you start up a program manually when the computer is already under heavy load. For a short period immediately after the program has started, processing power is temporarily redistributed, giving the program in question a separate performance boost. This boost is achieved by temporarily prioritizing the program in question.

The following pictures represent the inside of your computer before and after the **Accelerate program startups** option is enabled. Here you can see how a newly started program receives a particular performance boost:



For a short period immediately after the program is started (orange) the processing power of the computer is temporarily redistributed, giving the program in question a separate performance boost. This boost is achieved by temporarily prioritizing the program in question. No other programs (green and blue) are affected.

How do I know when Live Optimization was enabled?

The great thing about Live Optimization is that it works intelligently in the background. Whenever one of these two optimization methods is improving the performance of your PC in the background, this is also indicated by the icon in the notification area of the taskbar.

4.7.2. Optimizing registry and performance

Cleaning the Registry

The **AVG Registry Cleaner** module specifically looks for faulty entries in the central database of your Windows system - the registry - and either repairs or deletes them. Cleaning up your registry like this frees your system of unwanted ballast and errors so that it can work faster and more efficiently.

For more information, see Cleaning the Registry.

Defragmenting the Registry

Use the **AVG Registry Defrag** module to have the Windows system central database - the registry - rewritten. This involves compressing it so as to make it much smaller. This little trick boosts the performance of Windows.

For more information, see Defragmenting the Registry.

Removing Broken Shortcuts

By using the **AVG Shortcut Cleaner** module, your computer is cleaned up in no time because invalid shortcuts are deleted from your Desktop, the Start menu and Windows Quick Launch bar. For example, desktop icons that no longer serve a purpose because they have been left behind after programs were uninstalled.

For more information, see Removing Broken Shortcuts.

Accelerating System Startup and Shutdown

Using the **AVG StartUp Optimizer** module, you can check your computer for anything that may be unnecessarily slowing down system startup or shutdown. You will receive the results of this check in the form of recommendations and you can either choose to apply all of them immediately or first look at them carefully one by one.

For more information, see Optimizing System Startup and Shutdown.

Defragmenting the Hard Disk

When defragmenting, the **AVG Drive Defrag** module analyzes the hard disk space and runs defragmentation if necessary. During defragmentation, the disk space is reorganized by intelligently rearranging the individual blocks of data. This significantly increases the speed of system startup and the loading times for documents and programs. **AVG Drive Defrag** gives you the choice of two different defragmentation types: one is particularly thorough, the other is particularly quick.

For more information, see Defragmenting the Hard Disk.

4.7.2.1. Cleaning the Registry

In this chapter, you will find out **how** you can use the **AVG Registry Cleaner** module to clean the registry and **why it is important** to do so.

The registry is the heart of a Windows system. It is where Windows continuously stores entries (values and keys). In addition, each newly installed program and every newly connected hardware item is entered in the registry where it records keys and values. When you start up a program, Windows does not call up this program directly. Instead it opens the program using a key in the registry, which was created there when the program was installed. This entry must also be deleted from the registry when the program is uninstalled since it is no longer required. It is often the case, however, that Windows does not delete these entries properly, which is why a great many invalid entries build up over time.

These entries are not just created when programs are installed, but also during many other tasks. For example, the history list of recently used documents in the Start menu works using the entries in the registry. These references become invalid when you move or delete a document. Since Windows does not clean the registry regularly, we recommend you do it yourself with **AVG Registry Cleaner**.

By cleaning your registry regularly your whole system and all your programs will be more stable. This is why this is one of the functions that **AVG PC TuneUp 2014** can also run regularly as part of the **Automatic Maintenance**.

Before cleanup can take place, the registry must be checked for problems. You can either fix these all at once or individually.

How to Clean the Registry

Launch the **AVG Registry Cleaner** module by going to the **Optimize** category in the Start Center and selecting **Clean registry** from the **Optimize registry and performance** area.

Alternatively, you can start the module by going to **All functions** in the Start Center and selecting the **Clean** entry under **Registry**.

First, your registry must be checked for problems. Select one of the two types of scan:

1. Full Scan

We recommend the complete scan because this checks the whole registry for problems.

2. Custom scan

Scanning the registry can take several minutes. While the scan is in process, you can monitor its progress.

If problems are found, you have two options:

Display problems

Click **Display problems** to display detailed descriptions and **exclude any individual problems from the cleanup** (see Additional Functions in AVG Registry Cleaner Main Menu).

Fix Problems Immediately

Select **Fix problems immediately** and click **Next** to fix all detected problems immediately. Your registry is now free from all unnecessary ballast and your system is more stable.

If after the cleanup has finished, the **Check again** button appears, find out more information here:

Check Again

Sometimes, the **Check again** button appears and the wizard recommends that you check your system again. This always happens if new entries in the registry have been made invalid by the cleanup. This is not an error in the module, but a chain reaction that can occur primarily in the **Program components** and **File types** areas.

Example:

In the registry, entry A points to entry B, which in turn points to the missing file X. In the first scan, **AVG Registry Cleaner** determines that entry B is invalid because file X cannot be found. Entry B is deleted during cleanup. This in turn makes entry A invalid, as it points to the now deleted entry B.

1. Click **Check again**.

These two categories alone will be analyzed again.

2. Click **Finish** to close the wizard.

Repeat the cleanup as often as required. As soon as no new problems are found, you can exit the module - with the confidence that you have removed a great deal of junk from your system.

If no problems have been found, click **Finish**. This takes you to the **AVG Registry Cleaner** main window.

What is Checked?

The following table shows you what areas of the registry **AVG Registry Cleaner** checks during the full scan. You can select from these during the user-defined scan.

Area	Description
Audible Signals	For certain system or program events such as error messages, sound files are played. These are played by accessing the corresponding entries in the registry; however these entries are invalid once the sound files no longer exist.
Startup Programs	Many programs start automatically together with Windows (e.g. virus scanner). This takes place via entries in the startup section of the registry. When such programs are uninstalled, these entries are often not deleted.
File Types	Entries in this area of the registry link one or more file extensions (e.g. .txt or .doc) with various information (such as the program that should be used to open them). Such entries can become invalid through the uninstallation of programs, for example.
Database Drivers	During installation, some programs store entries on database drivers and data sources in the registry. These entries can become invalid through the uninstallation of these programs or the moving or deletion of individual data sources. Often, invalid entries are created during installation itself.
Common Files	This part of the registry contains references to files and program libraries (DLLs), to which several programs normally require access. When such programs are uninstalled, these entries are often not deleted.
Help Files	Many programs record in the registry the location of their help files. When such programs are uninstalled, these entries are often not deleted.
Installed Programs	Every program leaves behind an entry in this area of the registry. The list of all programs in the Control Panel is compiled from these entries. When programs are uninstalled, these entries are often not deleted and inconsistencies arise in this list.
Program Settings	Each program installed on the computer can create entries with program-specific information in the registry (e.g. data or program paths). When programs are uninstalled, these entries are often not deleted.
Program Extensions	This area of the registry contains references to extensions such as audio and video

	codecs or Internet Explorer add-ons that enhance the functionality of individual programs (e.g. with new menu entries or new toolbar entries). If these programs or extensions are uninstalled, these entries are often not deleted.
Program Components	Many Windows programs access ActiveX and COM components using entries in this area of the registry. These entries are created when programs like this are installed, but are often not deleted during uninstallation. Some programs even create invalid entries during installation.
Program Paths	The installation folders of some programs are stored in the registry to allow these programs to be run directly via "Start -> Run". When such programs are uninstalled, these entries are often not deleted.
Fonts	Windows stores entries in this area of the registry for all fonts installed on your computer. Since these entries are often not deleted when fonts are uninstalled, Windows tries in vain to load these fonts every time the system starts up.
History Lists	Windows and many programs have history lists, which log, for example, which files you were last working on. These are stored in the registry as references. By deleting or moving the files, these entries become invalid.
Windows Firewall	The Windows firewall saves the programs that may accept incoming network connections and stores an entry for each one in the registry. These entries can become incorrect or invalid if, for example, one of these programs is uninstalled.

It should be clear therefore that deleted files can leave behind a lot of "ghosts" in the registry. **AVG Registry Cleaner** finds all of these orphaned entries and can delete them in a targeted fashion. We therefore recommend that you perform the full scan.

Additional Functions in AVG Registry Cleaner Main Menu

Displaying Details and Excluding Problems from the Cleanup

If you click through the various areas in the left column, you will see a detailed **Explanation** in the top part of the window, describing how problems can occur in the area in question.

If problems are found in an area, a list of the individual problems also appears with further information. Select an entry in the list in order to display a more extensive analysis of the problem.

Here you can also exclude certain problems from the cleanup by unchecking the relevant checkboxes.

If descriptions of the problems are not visible, click Details in the toolbar.

Running the Cleanup

To start cleanup from the main window of **AVG Registry Cleaner**, click **Start cleaning**. If you have excluded problems from the cleanup, these will not be fixed.

If after the cleanup has finished, the **Check again** button appears, find out more information here:

Check Again

Sometimes, the **Check again** button appears and the wizard recommends that you check your system again. This always happens if new entries in the registry have been made invalid by the cleanup. This is not an error in the module, but a chain reaction that can occur primarily in the **Program components** and **File types** areas.

Example:

In the registry, entry A points to entry B, which in turn points to the missing file X. In the first scan, AVG Registry Cleaner determines that entry B is invalid because file X cannot be found. Entry B is deleted during cleanup. This in turn makes entry A invalid, as it points to the now deleted entry B.

1. Click **Check again**.

These two categories alone will be analyzed again.

2. Click **Finish** to close the wizard.

Repeat the cleanup as often as required. As soon as no new problems are found, you can exit the module - with the confidence that you have removed a great deal of junk from your system.

Functions for Advanced Users

If you are sure that you want to exclude individual areas from cleanup, or want to look at the entries in the registry or even edit them, you will find the following functions useful:

Ignore Problems

You can remove individual problems from the list so that they are not found by the analysis.

For this, perform the following steps:

1. Select a problem from the list of corresponding areas.

2. In the **Edit** menu, select **Ignore problem**.

You can also get to this function using the list entry context menu.

Include Ignored Problems Again

If you no longer wish to ignore a problem, you can add it back to the analysis.

For this, perform the following steps:

1. In the File menu, select Ignored problems.

2. Highlight it in the list and click **Remove**.

Show Entries in the Registry

From the detailed problem list for an area, you can go straight to the relevant entry in the registry for every problem.

For this, perform the following steps:

1. Select a problem from the list.

2. In the **Edit** menu, select **Problem details** and **Go to key**.

You can also get to this function using the list entry context menu.

Editing the Registry

In the toolbar, click **Registry Editor** to directly call up the **AVG PC TuneUp 2014** module for editing the registry.

4.7.2.2. Defragmenting the Registry

In this chapter, you will find out **how** you can use the **AVG Registry Defrag** module to reduce the size of the registry by defragmenting it and **why it is important to do so.**

The registry is the heart of a Windows system. It is where Windows continuously stores entries (values and keys). In addition, each newly installed program and every newly connected hardware is entered in the registry where it records keys and values.

This causes the registry to get bigger and bigger. However, the bigger the registry, the longer the system needs to find certain information requested at any given moment by a program - Windows then becomes slower. When a program is uninstalled or when the registry is cleaned up, these keys and values are usually deleted, but despite this the registry does not get any smaller. Why is this? The space previously taken up by a deleted key continues to exist in the registry - even if it is no longer used. At some point your registry then looks like a piece of Swiss cheese - full of holes.

This is a real waste of space at the expense of system performance - not just on the hard disk but also in the memory. **AVG Registry Defrag** is able to compress the registry so that it becomes much smaller. This function increases the stability of your Windows system.

AVG Registry Defrag analyzes the registry and creates a completely new version of it containing only the intact data, in the correct order. The old registry is deleted following this step and automatically replaced with the new version when the computer is restarted.

How to Defragment the Registry

Start the **AVG Registry Defrag** module by going to the **Optimize** category in the Start Center and selecting **Defragment registry** in the **Optimize registry and performance** area.

Alternatively, you can start the module by going to **All functions** in the Start Center and selecting the **Defragment** entry under **Registry**.

An introductory screen is displayed. Click **Next** to start the analysis.

AVG Registry Defrag determines how heavily fragmented the registry is and whether an optimization is necessary.

Before the analysis, a message appears advising you to close all other programs. During the analysis, **AVG Registry Defrag** turns the screen gray and displays a wait dialog. A small clock flashes in the upper left corner of

this window showing you that the module is still working. A progress bar is also shown to inform you of the progress of the analysis. There is no need to worry if the progress bar does not move for several minutes.

Choose when you want to perform the optimization. The module shows you the analysis results. If there is potential for optimization, you can find out here by how many percent and how many kilobytes the size of the registry can be reduced.

AVG Registry Defrag cannot rewrite the registry when it is running, but only immediately after Windows has started up. Now choose whether you would like to **restart the computer now** or whether you would prefer to allow the optimization to run automatically **next time Windows starts up**. Please note that optimization can take several minutes.

If you immediately decide against the optimization or were only interested in the analysis results from the outset, you can exit the program by clicking **Cancel**.

4.7.2.3. Optimizing System Startup and Shutdown

In this chapter, you will find out how to optimize the startup and shutdown of your computer **in next to no time**.

Here you receive recommendations for disabling unnecessary startup programs. These recommendations help to optimize system startup and shutdown.

For example, common startup services that are not needed immediately after system startup are simply scheduled to start up at a later time. This still ensures that you will not lose these functions, but they no longer delay system startup unnecessarily. The waiting time for services to shut down is also reduced. Services will therefore close faster when shutting down and the shutdown procedure itself will be faster.

You can either apply all of these recommendations immediately, or look at the detailed descriptions first and then decide one by one.

How to Optimize System Startup and Shutdown

Launch the **AVG StartUp Optimizer** tool by going to the **Optimize** category in the Start Center and selecting **Optimize system startup and shutdown** from the **Optimize registry and performance** area. The **AVG StartUp Optimizer** window is displayed.

Alternatively, you can start the module by going to **All functions** in the Start Center and selecting the **Optimize system startup and shutdown** entry under **Recommendations**.

You may first have to enter information for your **profile** at this point in order to obtain tailored recommendations.

Which services and devices do you use on this computer?

Here you can switch off functions that you do not use. It identifies which functions and services you have already set up and only recommends those that are not being used.

For example, if you never use a printer, you can turn off all background programs that are related to print control. Simply specify this here.

If you never need to access a company network or domain, you can turn off all related background programs and services. Simply select the applicable answer from the list.

The more unnecessary features you disable here, the quicker your computer will start up and work, because – after this optimization – Windows will no longer run these background programs that start up automatically and are constantly active.

You can change the setting you make here at any time by clicking on "Change profile" at the top right of **AVG StartUp Optimizer**.

Which services and devices do you use on this computer?

Here you can switch off functions that you do not use. It identifies which functions and services you have already set up and only recommends those that are not being used.

For example, if you never use a printer, you can turn off all background programs that are related to print control. Simply specify this here.

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You can change the setting you make here at any time by clicking on "Change profile" at the top right of **AVG StartUp Optimizer**.

Overview

This view provides you with an overview of any optimization recommendations found. You can apply them all by clicking once on **Optimize all**.

Details

Click on a recommendation or on the **Details** link to see detailed descriptions of the individual recommendations. Alternatively, switch to the **Details** tab. Here you can apply all recommendations by clicking once on **Optimize all**.

Click on a recommendation in the "Optimization recommendations" column. A description of the program and the recommendation are displayed in the right-hand area of the window. If you wish to allow the optimization, click on **Apply recommendation** at the bottom right.

Hiding and Showing Recommendations

If you do not want to accept a recommendation, click **Hide recommendation**. Now you can select whether you want to hide it permanently or only for 30 days. The number of hidden recommendations is always displayed in the taskbar on the right. By clicking on the number displayed, you can easily **show** these recommendations again.

4.7.2.4. Defragmenting the Hard Disk

In this chapter, you will find out **why it is important to do so** and **how** you can use the **AVG Drive Defrag** to defragment your hard disks.

There are many reasons why a computer may become noticeably slower over time. One of them is the gradual fragmentation of the hard disk. This can be described as follows:

New files are first saved as a block to an empty hard disk one after the other. If you then, for example, deleted a file

in the middle, there would be a gap in the hard disk. Windows uses this gap later to store the next file that you save to the hard disk. If this gap is not big enough, Windows then splits the file and stores the second half at another location. Over time, more and more gaps are created and more and more files are fragmented into pieces (fragments), i.e. the degree of fragmentation increases.

This really slows down the performance of your computer: Every time you call up a file, this has to be read from the hard disk, which would of course happen faster if the file was stored in one place. In technical terms: If fragmentation is high, the hard disk reading heads must always be realigned in order that they can load the individual fragments of a file.

A simple way to speed up your system is therefore to **defragment the hard disk**. As the conventional defragmentation often takes a long time, **AVG Drive Defrag** offers you two different modes. You either decide for yourself how defragmentation should take place, or allow **AVG Drive Defrag** to make the decision for you.

Find out below what exactly happens during the two defragmentation modes:

Thorough Defragmentation

This defragmentation mode arranges the newly sorted files particularly intelligently: system files that are used frequently are stored at the start of the hard disk, so that Windows can find them again in no time at all.

It is clear that this defragmentation mode will take longer than simply consolidating the files. **AVG Drive Defrag** is therefore also carried out with particularly low priority so that you can continue working almost undisturbed. This procedure speeds up the booting of Windows considerably. Frequently used programs also start faster. This noticeably increases the performance of the computer.

Fast Defragmentation

This defragmentation mode consolidates all files again so that they can be read noticeably faster.

The advantage of this method is the speed with which it is carried out: The performance of your hard disk is increased in no time at all.

How to Defragment your Hard Disk

Launch the **AVG Drive Defrag** module by going to the **Optimize** category in the Start Center and selecting **Defragment hard disk** under **Optimize registry and performance**.

Alternatively, you can start the module by going to **All functions** in the Start Center and selecting the **Defragment** entry under **Hard disk**.

Solid-state drives (SSD) are detected by **AVG PC TuneUp 2014**. They are not analyzed or defragmented, as it is not possible to optimize solid-state drives through defragmentation and they could be damaged by defragmentation.

Select which hard disks should be checked for optimization potential.

Select how defragmentation should take place according to the analysis.

As **AVG Drive Defrag** offers two different types of defragmentation, you must specify whether the defragmentation type should be dependent on the analysis before you start the analysis.

Out of the four options, the first one is preselected because it gives you a personal recommendation after the analysis and you can **decide for yourself** how the defragmentation should be carried out. For the other three options, defragmentation starts as soon as the analysis is complete. If, however, the analysis determines that the degree of defragmentation is very low, defragmentation will not be carried out for these three options because **AVG Drive Defrag** deems it unnecessary.

Wait for result and then decide

We recommend this option for you. Once analysis is complete, you decide for each hard disk whether you would like to run a fast or thorough defragmentation. You can also decide here to go without defragmentation.

Automatically as recommended

AVG Drive Defrag makes the decision for you and defragments each hard disk as soon as the analysis is complete using the mode suited to the degree of fragmentation.

Automatically thorough

You optimize your hard disk performance down to the last detail, even if this lasts a bit longer - regardless of the analysis result.

Automatically fast

You would like to save time and defragment each hard disk particularly quickly, regardless of the degree of fragmentation.

If you have selected the **Wait for result and then decide** option, you will see a dialog where you can select how each hard disk should be defragmented. For all other options, you don't need to do anything else, as defragmentation will run automatically after the analysis.

Select a hard disk in the top area and select a defragmentation mode.

AVG Drive Defrag determines the relationship between speed and the benefits to be gained and provides you with a recommendation based on this.

Decide whether the computer should be shut down after defragmentation. Ensure that you have selected a defragmentation mode for each hard disk.

Click **Next** to start the defragmentation.

During defragmentation, you can monitor each hard disk in real time and see how the usage map changes. You can also look at the progress bar and determine the progress and how long the defragmentation has left.

For more tips and recommendations, please see NTFS Compared with FAT.

NTFS Compared with FAT

Hard disks can either use the NTFS file system, as set in current Windows versions as preference, or the old FAT system as supported by the first Windows versions. Analysis of drives before defragmentation is substantially faster on NTFS drives. For FAT systems, users must wait considerably longer and can take the popular coffee break. This is just one of several reasons why the old FAT system should be converted to the modern NTFS system.

The NTFS file system (NTFS = New Technology File System) is the file system from Windows NT and its successors (e.g. Windows 2000, Windows XP, Windows Vista) right up to Windows 7. It offers an intelligently devised access protection to file levels, allows flexible management of privileges, accommodates file sizes above 4 GB, offers automatic error correction of the file system and can utilize the storage space of today's standard hard disk sizes in a considerably more efficient manner.

If your hard disks still use the FAT file system, you can carry out a very simple conversion.

> *Although conversion is considered very secure, you should make a backup of your saved data before attempting this.*

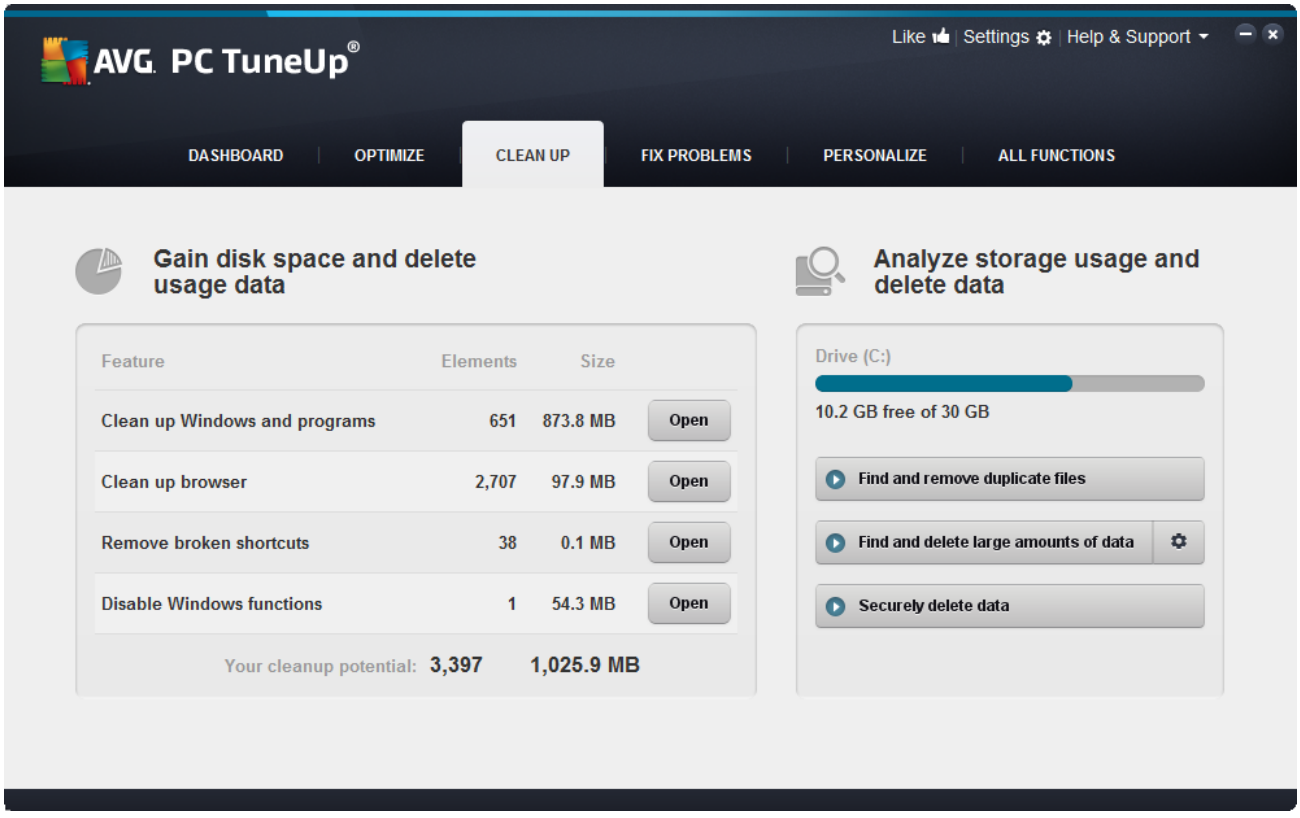
Click the Windows Start icon to open **All Programs**, go to **Accessories** and click **Command Prompt**. If you enter CONVERT.EXE C:/FS:NTFS in the command line, conversion will start.

Replace C: with another drive letter to convert a different partition. If the system partition is changed, the computer will need to be restarted. In this case, follow the instructions on your screen.

4.8. Clean Up

In the same way as your home can get cluttered, your computer can also get clogged up with unnecessary ballast, which uses up valuable disk space. We recommend that you carry out some spring cleaning from time to time and delete unnecessary files from your system.

> *All modifications to your system will be monitored by AVG Rescue Center and can be undone if necessary.*



Gain Disk Space and Delete Usage Data

In the section **Gain disk space and delete usage data** area shows you how many items you can delete from your hard drives. After you have selected these, **AVG PC TuneUp 2014** runs a quick analysis in the background and informs you how many items there are on your hard drives in the areas Clean up Windows and programs, Clean up browser, Remove broken shortcuts and Disable Windows functions and how much disk space they are taking up. Now you can now decide which items you want to delete and/or which Windows functions you want to disable.

For more information, see Cleaning the Hard Disk.

Analyze Storage Usage and Delete Data

In the **Analyze Storage Usage and Delete Data** area, you can go a step further and search drives systematically for unnecessary data and securely delete any sensitive data.

- **Finding and Removing Duplicate Files**

The **AVG Duplicate Finder** module allows you to locate various duplicate files or folders on your hard disk and subsequently remove them, thus freeing valuable disk space.

For more information, see Finding and Removing Duplicate Files.

- **Finding and Deleting Large Amounts of Data**

Use the **AVG Disk Space Explorer** module to find large files and folders on your system. You can then archive this data or delete it fully if you are sure you will not need it again in the future. This is a way of freeing up valuable disk space in one go.

For more information, see Finding and Deleting Large Amounts of Data.

- **Securely Deleting Data**

The **AVG Shredder** module allows you to securely remove sensitive data. You can use three intelligent deletion methods to ensure that even a professional could not restore your data.

For more information, see Securely Deleting Data.

4.8.1. Cleaning up Windows and programs

In this chapter, you will find out **how** you can free up valuable space on your hard disks under **Clean up Windows and programs** and **why it is useful** to do so.

Under **Clean up Windows and programs**, you can see a structured list of items, including temporary Windows files, old backups, obsolete logs and reports and unnecessary functions that can be safely removed from the hard disk without any negative impact on your system.

AVG PC TuneUp 2014 searches for many types of potentially unnecessary files that can be deleted without causing problems. It then shows you how much space can be freed up. First you will receive a list of all files in question and you can then decide yourself which of them you would like to delete.

Particular attention is paid to security. As a result, in contrast to conventional procedures that "blindly" comb through the hard disk using certain patterns, no unpleasant surprises such as sudden error messages or non-functioning software occur.

4.8.1.1. How to clean up Windows and programs

Select the **Clean Up** category from the Start Center.

Click the **Clean up Windows and programs** feature.

You can now remove unnecessary files and old backups and also remove or disable Windows functions.

How to remove unnecessary files or old backups?

1. Select items from the list

   As you can see, a clearly arranged list of the files found or old backups is shown. You see at a glance how much space you could free up. To exclude individual file or backup types from being cleaned up, uncheck the relevant checkboxes.

   For each file or backup type you can also view a description in the right-hand window area by selecting it.

   You can also click the **Show item(s)** button to view the full list of files or backups recommended for removal.

2. Click **Cleanup**.

   Cleanup may take several minutes. While the cleanup is taking place, very occasionally it can appear that **AVG PC TuneUp 2014** is not responding. This is for technical reasons and is no cause for concern. As soon as the cleanup is complete, operations will continue normally, and a message indicating that the cleanup was successful will be displayed. You can close this dialog.

4.8.1.2. What Types of File are Recommended for Deletion?

AVG PC TuneUp 2014 searches for the following types of files and backups which can normally be deleted from your hard disk without causing problems.

Type	Description
Temporary Windows files	Windows creates files to temporarily store data that should normally be deleted after its tasks are complete. These files can always be deleted.
Reports and logs from Windows	Windows saves various reports and logs, e.g. for error analysis or on the behavior of programs and services.
Unnecessary Windows files	You can clean up the image preview for folders and caches category to gain disk space.
Backup files of Windows	Repair programs like CHKDSK search your hard disk for lost clusters and save them. These backups are usually never used by users and can therefore be deleted.
Windows history lists	Windows creates history lists, which may log which files you were last working on, for example. These are stored in the registry as references. By deleting or moving the files, these entries become invalid.

Temporary program files	Many programs create files to temporarily store data that should normally be deleted by the program after its tasks are complete. These files can always be deleted.
Reports and logs from programs	Many programs write log files that can be used to analyze their behavior. This can be helpful, for example, when trying to solve problems. Any log files that you do not plan on evaluating can be deleted.
Unnecessary program files	Thumbnails of images are used by various programs to provide a quick preview. You can clean up the thumbnails and caches of programs to gain disk space.
Backup files of programs	Many programs automatically create backups of your files. These can be deleted if you do not need them.
Program history lists	Many programs create history lists, which may log which files you were last working on, for example. These are stored in the registry as references. By deleting or moving the files, these entries become invalid.

4.8.2. Cleaning up browser

As you surf the Internet, your browser saves various kinds of data on your computer.

You no longer need to go through the laborious task of deleting these traces of your surfing activity yourself using your browser; now you can let **AVG Browser Cleaner** search for this data for you. Then, you just need to select the data that you no longer need and **AVG Browser Cleaner** will delete it for you straight away.

In the following chapter, you will find out how you can use the **AVG Browser Cleaner** module to quickly clean up your Internet browser by deleting the cache, cookies and history in next to no time.

4.8.2.1. How to Clean Your Browser

Start the **AVG Browser Cleaner** module by going to the **Clean Up** category in the Start Center and selecting **Clean up browser** from the **Gain disk space and delete usage data** area.

Alternatively, you can start the module by going to **All functions** in the Start Center and selecting the **Clean up browser** entry under **Usage data**.

Under **Browsers**, select the Internet browser that you want to clean up. You can choose from Internet Explorer, Mozilla Firefox, Google Chrome, Opera and Safari, as well as the plug-ins Adobe Flash Player and Microsoft Silverlight.

AVG Browser Cleaner then determines the items that can be deleted for the selected browsers. Under the name of a browser, there is a list of categories that you can clean up:

Type	Description
Cache	All pictures, text and animations that you view in your browser while surfing the Internet are saved in the cache. If you visit a website again, the text and images can be loaded from the cache more quickly than from the Internet. However, it is

	advisable to empty your cache from time to time.
Cookies	Cookies contain information about websites that have been visited and are saved by Internet browsers while you are surfing the Internet without asking you first. A cookie may contain login data for a website or information about the user's surfing behavior.
Optimize databases	The Mozilla Firefox databases are optimized to gain disk space.
Download history	The download history contains a list of files that have been downloaded.
Website properties	Some website properties, such as font size, are saved in the browser.
Form data	Data entered in web forms, such as address details, is saved in the browser.
Saved passwords	Passwords for certain websites can be saved. These passwords should only be deleted by experienced users.
Index.dat files	Internet Explorer's URL caches are saved in what are known as index.dat files. Please note that these files should only be cleaned up by experienced users.
Internet history	The addresses of all the websites you have visited are saved in the Internet history.
Last download location	The path that was manually entered most recently for downloading a file is saved here.
Session	Mozilla Firefox saves the last and current session with the tabs and websites opened during that session.
Temporary files	Temporary usage data for the browser is saved here.
More Mozilla files	In these additional files, Mozilla Firefox saves backups, updates, crash and error reports and log files.
More Opera files	These additional Opera files that can be cleaned up include icons, thumbnails, VPS, temporary downloads and the app cache.
Most recently entered URLs	The website addresses that have been most recently entered manually are saved here.

You have the option to protect the cookies from some websites by specifying an exception and excluding them from the cleanup. To do this, check the box for the **Protect cookies from certain websites** option. A new dialog now opens where you can select the websites for which you wish to protect cookies from the list under **Delete**. Once you have made your selection, simply click the right arrow between the two lists. The cookies from the selected websites are then immediately protected.

Using the **Protect items that are less than a week old** option, you can protect saved data with a recent date. To do this, simply check the box for this option. Items that are less than a week old are then excluded from the

cleanup.

4.8.3. Removing Broken Shortcuts

In this chapter, you will find out **why it is important to do so** and **how** you can clean up your system with the **AVG Shortcut Cleaner** module by removing invalid references and shortcuts.

The **AVG Shortcut Cleaner** module helps you quickly and easily to "restore order" to your computer. The module checks all shortcuts on your Desktop, in the start menu and in the Quick Launch bar. If a shortcut references a program that no longer exists or a deleted file, you can easily remove it. Empty folders in the Start menu are also identified, which mostly arise after you have rearranged the Start menu manually.

In addition, **AVG Shortcut Cleaner** analyses the file history lists from Microsoft Office programs, OpenOffice©, Windows Media Player and Nero©. These lists contain references to the files most recently accessed in the programs. These entries will also be checked here. If some point to files that no longer exist or which have been moved, you can delete them.

This means that your system is free from unnecessary ballast; it also means that you no longer have to waste time trying to call up broken links.

4.8.3.1. How to Remove Broken Shortcuts

How to Remove Broken Shortcuts

Start the **AVG Shortcut Cleaner** module by going to the **Clean Up** category in the Start Center and selecting **Remove broken shortcuts** from the **Gain disk space and delete usage data** area.

Alternatively, you can start the module by going to **All functions** in the Start Center and selecting the **Remove broken shortcuts** entry under **Usage data**.

Your interface (Desktop, Start Menu, Quick Launch bar) and the history lists of some programs are checked for broken shortcuts and entries. This analysis can last several minutes.

After the analysis **AVG Shortcut Cleaner** shows you a list of all broken shortcuts and references. If no broken entries have been found, you will only receive a list of the places that were searched. In this case, click **Close** to exit this function.

You decide whether to delete all broken shortcuts or not. Clear the checkboxes of those invalid references that you do not want to delete. The standard setting is for all invalid references to be deleted.

Click **Cleanup**. The cleanup process normally lasts just a few seconds. Afterwards you receive a short status report on the number of references and shortcuts removed.

Click **Finish** to exit **AVG Shortcut Cleaner**.

4.8.4. Disabling Windows functions

Click this item to view the **status** of the individual functions. For every function, you receive a description that helps you decide how to proceed. The system shows you how much disk space is taken up by an activated function.

You can disable or remove the following optional Windows functions:

Hibernation File

Hibernation mode is when your computer is shut down without needing to close any open windows, programs or documents first. All data in the memory of the computer is saved to the hard disk. If the computer is turned back on again, you can continue from the point at which you broke off your work. All previously opened windows, programs and documents are immediately restored.

Even if you do not require hibernation mode, the hibernation file takes up valuable disk space. It is exactly the same size as your computer's memory. If, for example, your computer has 4 gigabytes of memory, the hibernation file will also take up 4 gigabytes of space on your hard disk. This is because in hibernation mode the entire content of the memory must be saved.

If you do not use hibernation mode, you can disable it here and thereby free up the disk space it would otherwise use. You can of course reactivate it at any time.

Windows Messenger

Windows Messenger is a program that lets you exchange instant messages with friends. If you do not use **Windows Messenger**, you can easily remove it from your computer here.

Index for Windows Desktop Search

Desktop Search is a Windows function that allows you to find files and folders quickly. It creates a search index with entries for each file and folder. When you search for something (in Windows Explorer or Outlook, for example), you search only this index instead of searching the entire hard disk. This makes the process much quicker. Depending on the number of files on your hard disk, this index can be quite large and may require lots of memory.

If you do not use Windows Desktop Search, then you can not only free up disk space by disabling the feature, but also increase your computer's performance.

4.8.5. Finding and Removing Duplicate Files

In this chapter, you will find out how you can use the **AVG Duplicate Finder** module to locate various duplicate files or folders on your hard disk and subsequently remove them.

A hard drive resembles a family garage – junk expands to fill available space. An SSD drive behaves very much the same way, while being considerably smaller. You may not notice it at first sight, but a deeper look will surely reveal a few dozen duplicate files (or even whole folders) on your hard drive, eating up precious disk space.

AVG Duplicate Finder lends you a hand in the tedious yet rewarding task of removing duplicate files or folders from your computer. With its help, your digital junk levels will be notably reduced. It can search for files or folders with the same name, the same size, and/or the exact same contents. It also helps you examine each file or folder and decide which one to keep. Finally, it can ignore small files, so you can concentrate on the more wasteful redundancy.

4.8.5.1. How to Find Duplicate Files

Start the **AVG Duplicate Finder** module by going to the **Clean Up** category in the Start Center and selecting **Find and remove duplicate files** from the **Analyze storage usage and delete data** area.

Next, click the **Scan for Duplicates** button to start searching for duplicate files or folders on your hard drive. By default, the whole disk is being scanned; however, you can narrow your selection down by specifying a particular area of you hard drive. The scan usually takes only a few seconds. After it's finished, the **AVG Duplicate Finder** displays a new dialog, allowing you to view all duplicates that were found during the scanning.

Now you can decide whether you want to remove or to keep your findings. All duplicates are sorted by category (Folders, Pictures, Music, Videos, Documents, Others). Switch between category views by clicking their names in the column on the right. You can also use the roll-down menu to sort files in each category (by size, by name etc.) in ascending or descending order. In case of some files (images, for example), a small preview is available, helping you to decide what to do with them.

> *A folder is considered to be duplicate in case it solely contains duplicate files. If only some files in a folder are identical, these files will be shown in a respective category (Pictures, Music etc.), but the folder as whole won't be shown in the scanning results dialog. Also, a folder won't be marked as duplicate if the duplicate files it contains are set to be ignored.*

As your next step, choose the files or folders that you want to remove. It's very easy – just check the boxes next to their names in the right part of the dialog. Please note, that if you select all copies of the same file or folder, a warning message appears, asking you to confirm that you really want to remove them all. This is a safety measure ensuring that you don't accidentally remove the original version.

After you select one or more duplicate files or folders, the **Remove selected** button in the lower-right corner of the dialog becomes active. Click it and confirm that you really want to move selected items into Windows Recycle Bin. The removal process itself usually takes only a few seconds.

The list of categories and files / folders will be appropriately updated. Now you can either close the module, or click the arrow button in the upper-left part of the dialog to start searching for duplicates anew.

4.8.5.2. How to Configure AVG Duplicate Finder

The central settings dialog of the **AVG PC TuneUp 2014** allows you to modify your **AVG Duplicate Finder** behavior.

To access these settings, click **Settings** in the menu bar of the **AVG PC TuneUp 2014 Start Center**, then click on a module name on the left of the navigation bar. You can also access the same dialog directly from the **AVG Duplicate Finder** module – simply click the **Settings** link in the upper-right corner of the window.

Use the **Ignore files smaller than:** text field to set the maximum file size to be ignored by the **AVG Duplicate Finder** (in KB). Such files won't be included into **AVG Duplicate Finder** searches, thus allowing the module to concentrate on bigger and more problematical duplicates.

Use the **Ignore hidden files and folders** checkbox to exclude hidden files and folders from **AVG Duplicate Finder** searches.

Use the **Ignore these file extensions:** text field to explicitly specify file types (extensions) that you do not wish to be scanned; simply enter these extensions into the text field and separate individual items by commas (e.g. .xls, .doc).

4.8.6. Finding and Deleting Large Amounts of Data

In this chapter, you will find out how you can use the **AVG Disk Space Explorer** module to obtain a rapid overview of the space taken up on your hard disks, in order to clean them up quickly and efficiently.

The capacity of modern hard disks and memory cards has increased tremendously over the last several years. At the same time, the needs of the user have also increased to the point where we still manage to completely fill up even the new larger drives.

Obviously, this development hasn't exactly made it easier to keep track of these huge quantities of data. With so many files and nested folders, how is it possible to determine where the most space is being taken up (and

possibly wasted)?

AVG Disk Space Explorer helps you find the largest files. You can then archive them onto a CD, DVD or an external hard disk, for example. It might be a good idea to make sure that you do not need these files any more and decide to delete them instead. In this way, you can free up a vast amount of valuable disk space in one go.

4.8.6.1. How to Run an Analysis

Launch the **AVG Disk Space Explorer** module by going to the **Clean Up** category in the Start Center and selecting **Find and delete large amounts of data** from the **Analyze storage usage and delete data** area.

Alternatively, you can start the module by going to **All functions** in the Start Center and selecting the **Find and delete large amounts of data** entry under **Hard Disk**.

Choose what to analyze:

Analyzing drives

From the list of all of the drives attached to your computer, select those that should be included in the search for huge files. The wizard shows the total size of each drive and the free space available. It is especially important to analyze the drives that have little free space remaining.

Analyzing folders

You can save a lot of time by analyzing individual folders. If you want to analyze an individual folder, you must enable **Analyze folders**. Click **Select** to open a tree structure of all your folders, from which you can select just one folder by highlighting it and clicking **OK**.

Click **Next** to start the analysis.

The analysis may take a while depending on the size and usage of the selected drives or folders. As soon as the analysis is complete, click **Finish** to display the results in the main window.

4.8.6.2. Analysis Results

Folder Structure

After the analysis, the **AVG Disk Space Explorer** main window opens. This is divided into two areas. In the left-hand area of the window, there is a tree view of your drives and folders, the same as in Windows Explorer. The data for the location selected in the tree view is displayed in the right-hand area of the window. By default, the most recently analyzed drive is displayed first.

If you have decided against the analysis and clicked **Cancel**, the main window still opens, but you will not see any information on the individual drives. You can also start an analysis from here, but only for one drive each.

Displaying Information

To display information in the right-hand area of the window, you can choose between several views by clicking on the respective tab at the top edge.

In each view, you will receive a list, and you can sort the columns into ascending or descending order easily by clicking on the column name. Sorting according to size in particular will give you a quick overview of your biggest files.

The following views are available for displaying the disk space allocation.

- **Overview**

  The default view **Overview** is an ideal first step when cleaning up your drives. The most important information from all of the other views is combined to give you a general overview. You can always find information about the selected element in the folder tree at the top of the window, in the upper area with a colorful background. The size and percentage of space used is displayed for each drive. If, however, a folder is selected, this area will show you the size of the folder including all its files and subfolders. You also receive information on the creation date of the folder and when it was last used.

  The Computer (or My Computer in case of Windows XP) view represents a certain exception in regard to the first table, since instead of showing an **overview of the largest files and folders**, it will display the occupied space for each drive.

  o ***Overview of the Largest Folders and Files***

  Here you can see a graphical overview of the space on the selected drive or folder in the form of a pie chart. The size and percentage of space occupied is shown here for up to 10 folders and files. If you would like to see more than the 10 elements that are displayed, simply click on the link **Show Contents** to switch to the **Contents** view.

  o ***File Types***

  This table organizes the files contained in the selected element based on file types and shows you at a glance which types of files (documents, music files, videos or images) are taking up the most disk space.

  Please note that this view does not just include the files that are directly located in the selected drive or folder, but also includes all files in subfolders. You can limit the amount of information being displayed by moving a level lower in the folder tree on the left.

  If you would like to see the individual files included in a given file type, simply click on the name of the file type in the table. This will directly open the correct category in the **file types** view.

  o ***Top 10 Files***

  This table is particularly useful in acute disk space shortages. It shows a list of the top 10 files that take up the most disk space. As with the last table, this view does not just include the files that are directly located in the selected drive or folder, but also includes all files in subfolders. If you click on one of the files in the table or on the link **Show top 100 files**, the corresponding **Top 100 files** view will open. There you can move, archive or delete files.

- **Contents**

  This view shows the contents of the selected element in the folder tree on the left. In addition to basic information such as name and type, as in Windows Explorer, each element has a field that displays its size and the percentage of disk space that it takes up. A graphical representation with bars allows you to recognize at a glance which files and folders are taking up the most space.

  Double click on a folder to move a level deeper and to show the contents of the folder.

- **File Types**

Overview and file types

By default, a practical overview of your file types opens, showing you at a glance which ones take up the most disk space.

The top edge of the window displays buttons for **Images**, **Documents**, **Compressed files**, **Music files**, **Video files** and **Other**. Click on one of these buttons or on the respective entry in the overview to display all files of the respective file type.

Advanced: Which file extensions are included?

Each file type category includes files with many different **file extensions**. Images, for example, includes the file extensions .bmp, .jpg, .gif, .tif and .png. The exact list of file extensions included is adapted to suit your system automatically by **AVG Disk Space Explorer**. Click **Advanced** on the top right of your window to display this list. You can customize this easily by unchecking the checkbox.

The **Other** category shows you all other files that do not belong to any of the other file types.

This is where the list of extensions displayed after clicking **Advanced** is particularly helpful, as you can configure which files should be shown in the list shown below.

In the context menu (displayed after right-clicking on the list of file extensions), you can quickly select everything or reverse the current selection.

Explore your own hard drive and use the available views to look for ways that you can free up more disk space. Sorting the list by file size or date of last access can also help you discover interesting files. To do this, simply use the mouse to click on the headlines with a gray background at the top of the columns.

Cleanup Tip: *Sorting files by the date of last access in combination with limiting a view to certain file types allows you to find objects such as older MP3 files or videos that you may not want to listen to or watch any more*.

- **Top 100 files**

  For most users, this is the most interesting view. This shows you the 100 largest files in the selected location of the folder tree, clearly organized by file size. As the contents of all subfolders are included, this view allows you to free up hundreds of megabytes or even several gigabytes with a few clicks, depending on the size of your system.

4.8.6.3. How to Configure AVG Disk Space Explorer

AVG Disk Space Explorer provides you with some options for personalizing the appearance of your system. To customize the available options, click **File** and then **Settings**.

Hidden files and folders

The **Hidden files and folders** section allows you to determine whether hidden files and folders should be shown in **AVG Disk Space Explorer**. By default, the Windows Explorer settings will be applied. If you want to configure different settings to the Windows Explorer settings, simply click **Use user-defined settings** and tailor the options to your needs. By default, **AVG Disk Space Explorer** protects all elements in system folders to prevent you from accidentally deleting or moving important system files. If you know your system perfectly, you can disable this protection in the **Protected system elements** section. Check the checkbox beside **Permanently disable protection**.

Deletion method

The **Deletion method** section lets you decide which method **AVG Disk Space Explorer** should use as the default when deleting files and folders. The standard deletion method **Move to Recycle Bin** is particularly recommended for beginners, as accidentally deleted files can be restored.

However, please note that the Windows Recycle Bin can only hold a limited amount of data. If the storage limit of the Recycle Bin is exceeded or if Windows needs more space, the oldest files in the Recycle Bin will be permanently deleted over time.

If the deletion method **Permanently delete** is selected, the Windows Recycle Bin will be bypassed and the files will be deleted directly. Restoring these files at a later time is only possible with luck and special software such as **AVG Undelete**.

The three other deletion methods use **AVG Shredder** to make restoring the deleted files practically impossible.

4.8.6.4. How to Archive Files

Archiving Files with AVG Disk Space Explorer

If, when browsing through your computer, you find some files that you don't actually need any more but still don't want to delete, **AVG Disk Space Explorer** has a great solution to this problem:

Thanks to the smooth cooperation with Windows Explorer you can copy these files to a USB stick or external hard disk before deletion, for example.

1. Click on the selected file(s) and select **Copy** from the **Edit** menu or use the shortcut Ctrl+C.

2. Open the selected target drive in Windows Explorer and paste the copied files using the **Paste** menu item or the shortcut Ctrl+V.

Thanks to support for all major burning programs, you can also easily burn files to a CD or DVD. Simply drag the files you want by holding down the mouse key (drag & drop) directly to the burn list in your burning program.

Deleting Archived Files with AVG Disk Space Explorer

After successfully archiving the files, you can delete them safely in **AVG Disk Space Explorer** and thereby free up valuable disk space. Select a file and then click **Delete** in the toolbar.

4.8.7. Securely Deleting Data

In this chapter, you will find out **how** you can use the **AVG Shredder** module to permanently delete files, folders and the Recycle Bin and **why it is important to do so.**

Securely Deleting Data Afterwards

If you have deleted a sensitive file in a "normal" way, you cannot subsequently delete it with **AVG Shredder**. However we have a tip for you:

> *When you defragment hard disks, any deleted files are normally overwritten and cannot be recovered afterwards. Simply use AVG Drive Defrag to subsequently increase the security of a normal deletion method (see How to Defragment Your Hard Disk).*

When you delete a file, it generally ends up in the Recycle Bin. In Windows, this Recycle Bin is simply a folder that collects files for deletion. Retrieving a file from the Recycle Bin is child's play and therefore many users regularly empty the Recycle Bin or delete their files without sending them to the Recycle Bin, in order to feel that the file has been securely deleted.

Note however that when you delete a file, Windows does not actually remove it altogether - its entire content remains on the hard disk. Windows merely marks the file as "deleted" from the file system and releases the space taken up by the file so that it can be used again. Until this disk space is used again, it is relatively easy to restore this file (e.g. with **AVG PC TuneUp 2014** -> Restoring Deleted Files).

However, if you want to be absolutely sure that even professionals could not restore your sensitive data, use **AVG Shredder** to irreversibly delete files, folders and the Recycle Bin. You can choose the most suitable of three different Deletion Methods.

4.8.7.1. How to Securely Delete Data

Launch the **AVG Shredder** module by going to the **Clean Up** category in the Start Center and selecting **Securely delete data** from the **Analyze storage usage and delete data** area.

Alternatively, you can start the module by going to **All functions** in the Start Center and selecting the **Securely delete data** entry under **Hard disk**.

What would you like to delete?

Files

1. Select **Files**.

   This option lets you search for files on your computer to select them for deletion.

2. Click **Add** to add a file to be deleted to the list.

   The Explorer opens. Double-click on a file to be deleted to add it to the list. Alternatively, you can drag and drop a file from your opened Explorer or from the Desktop to the list. Select a file with the mouse and drag it into the list.

   The **Delete allocated free disk space** option overwrites the space that becomes free through deletion, thereby increasing security of deletion.

   If you add a file to the list by mistake, you can remove it again by selecting the entry and clicking **Remove**.

3. Click **Next** to confirm your selection.

   You can now select the deletion method you want (see Deletion Methods).

Folders

1. Select **Folders**.

   This option lets you search for folders on your computer to select them for deletion. When a folder is deleted, all the files it contains will also be deleted. When you select a folder for deletion, the program detects whether this contains subfolders and you have the opportunity to exclude these from the

search.

2. Click **Select**.

   A tree structure opens in your folder. Select here a folder to be deleted and click **OK**. Alternatively, enter into the text field the full path of the folder to be deleted.

   The **Delete allocated free disk space** option overwrites the space reserved for the files in the selected folder, thereby increasing deletion security.

   If the selected folders have subfolders, here you can remove them from the search. Do this by unchecking the **Include subordinate folders** checkbox.

3. Click **Next** to confirm your selection.

   You can now select the deletion method you want (see Deletion Methods).

Recycle Bin

1. Select **Recycle Bin**.

   This option shows you the Recycle Bin, so that you can empty it. You receive information on the number of files it contains and the amount of disk space taken up by the Recycle Bin. You can also display the content before deleting it.

2. Click **Show contents**.

   You receive information on the size of the Recycle Bin and the number of files it contains. To ensure that there are no important files in the Recycle Bin, you can display the content before deletion takes place.

   The **Delete allocated free disk space** option overwrites the reserved free space of files in the Recycle Bin, thereby increasing security of deletion.

3. Click **Next** to confirm your selection.

   You can now select the deletion method you want (see Deletion Methods).

4.8.7.2. Deletion Methods

AVG Shredder provides the following three deletion methods that differ in terms of length of deletion and security of deletion. Each of these deletion methods can be increased by repeating the deletion process. Note however, that the deletion process then takes longer.

Fast deletion

Files will be overwritten with a single character. The original text of the files will be replaced with endless columns of a certain letter.

Secure deletion in accordance with DoD 5220.22-M

A procedure developed by the United States Department of Defense (Regulation DoD 5220.22-M) will be used. Prior to deletion, the files are overwritten with special data patterns multiple times, destroying the original contents so effectively that even expensive examinations of the magnetic structure of the disk in a special laboratory would not

allow the data to be recovered.

Secure deletion, Gutmann method

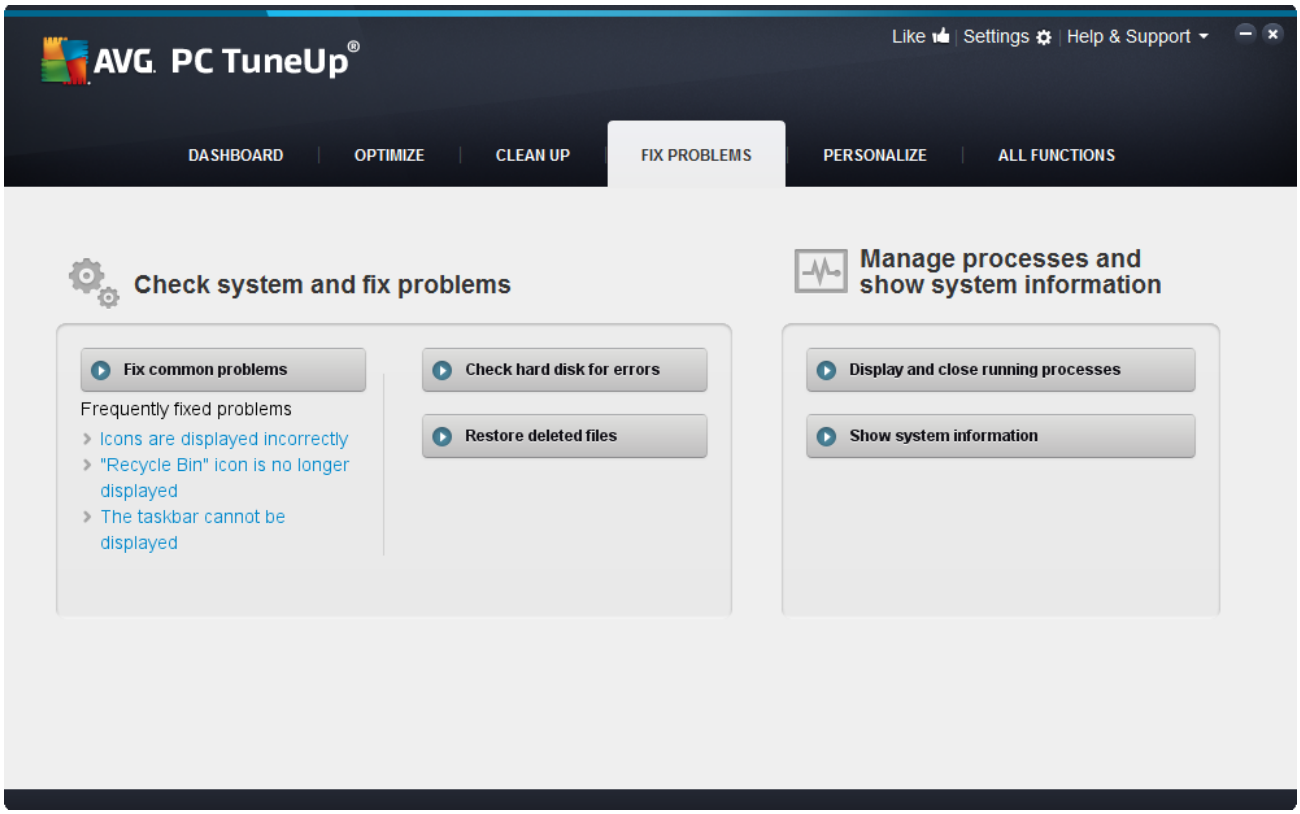
This method, named after its inventor Peter Gutmann, overwrites the files to be deleted 35 times with random values in a special pattern and then deletes them. This method is considered the most secure way to delete files with software, but also takes the longest time.

4.9. Fix Problems

Unfortunately, things sometimes don't go quite as you expected when you are working with a computer. With **Fix problems**, **AVG PC TuneUp 2014** offers you various functions for discovering and rectifying any problems that occur. In addition, the program helps you to recover accidentally deleted files. Under **Frequently corrected problems**, you will find the troubleshooting functions that you use most often, which can be opened by clicking on them.

In the **Manage processes and show system information**, advanced users are given the option to manage running processes or display system information.

All modifications to your system will be monitored by AVG Rescue Center and can be undone if necessary.



Fixing Common Problems

The **AVG Repair Wizard** module fixes common computer and display problems in next to no time. From a list of problems frequently reported by Windows users you can select the ones that have happened to you and fix them in a matter of clicks. For example, here you can display missing icons from the desktop again with just one click.

For more information, see Fixing Common Problems.

Checking the Hard Disk for Errors

The **AVG Disk Doctor** module takes your system drives in hand and checks them for errors in the file system. If problems are found, **AVG Disk Doctor** can fix them immediately.

For more information, see Checking the Hard Disk for Errors.

Restoring Deleted Files

The **AVG Undelete** module allows you to restore files that have already been deleted from the Recycle Bin. You can search for deleted files using various criteria. A particularly exciting feature here is that files can also be restored on external storage media (e.g. a USB flash drive).

For more information, see Restoring Deleted Files.

Displaying and Closing Running Processes

The **AVG Process Manager** module provides details of running processes and open files. You can manage these processes and thus exercise precise control over processor load, memory usage, and open files.

For more information, see Managing Running Processes.

Showing System Information

The **AVG System Information** module provides details of running processes and open files. You can manage these processes and thus exercise precise control over processor load, memory usage, and open files.

For more information, see Showing System Information.

4.9.1. Fixing Common Problems

In this chapter, you will find out **why it is important to do so** and **how** you can use the **AVG Repair Wizard** module to fix common problems easily. Simply select the problems in question and **AVG Repair Wizard** will fix them for you.

You keep having problems with your computer in your day-to-day work. Without warning, Windows suddenly displays the wrong icons, hides the taskbar or shortcuts on the desktop disappear.

If you discover problems like these on your computer but do not know how to describe them, you will find this function very useful. You select the problems that are occurring from a list of typical computer problems, and **AVG Repair Wizard** fixes them immediately.

4.9.1.1. How to Fix Common Problems

Launch the **AVG Repair Wizard** module by going to the **Fix problems** category in the Start Center and selecting the **Fix common problems** entry from the **Check system and fix problems** area.

Alternatively, you can start the module by going to **All functions** in the Start Center and selecting the **Fix common problems** entry under **Windows**.

Select the problems you have for repair. **AVG Repair Wizard** shows you a clearly arranged list of common

Windows problems. After you select an entry in the list, a detailed explanation of this problem appears in the right-hand window area. Select the checkbox for every problem that you are experiencing.

Click **Next** to start the repair. This opens a list of the selected problems opens that you must confirm by clicking again on **Next**. The repairs are now carried out.

Click **Finish** to close the module.

4.9.2. Checking the Hard Disk for Errors

In this chapter, you will find out **how** you can analyze your drives using the **AVG Disk Doctor** module and **why it is important to do so.**

When working with your computer, files are constantly being read and written – regardless of whether you are editing a text document, looking at pictures or simply starting an application. Windows places all files in special file systems to allow quick access to all necessary information at any time.

More information on system files

File systems keep track of every file and folder on a drive and save information about these objects such as their name, size, date of last access, location and much more.

The file systems used by Windows for hard drives, USB flash drives, memory cards (such as those used by digital cameras) and diskettes are called FAT and NTFS. The newer of the two file systems, NTFS, allows you to save additional information such as access authorizations and is better suited for the size of modern disks than FAT.

Over time, errors may occur in these complicated systems - due to defects in the drives being used, power outages or program crashes. If these errors are not found and corrected quickly, this can lead to error messages, problems with programs and, in the worst case, total loss of important data.

AVG Disk Doctor performs a thorough analysis of your drives and their file systems. If any errors are found during analysis, they can be repaired automatically. This is how you guard against data loss.

4.9.2.1. How to Check your Hard Disk

Launch the **AVG Disk Doctor** module by going to the **Fix problems** category in the Start Center and selecting the **Check hard disk for errors** entry from the **Check system and fix problems** area.

Alternatively, you can start the module by going to **All functions** in the Start Center and selecting the **Check for errors** entry under **Hard disk**.

Select the drive to be checked by **AVG Disk Doctor** and click **Next**.

Select **Normal analysis** or **Thorough analysis**.

Because the **Thorough analysis** can take a long time for large drives, the **Normal analysis** of the selected drive is sufficient in most cases – this usually takes 1-2 minutes.

However, if errors occur on your system or Windows reports problems with reading or writing data, a **Thorough analysis** is recommended.

Click **Next** to start the analysis.

During the analysis, **AVG Disk Doctor** provides you with a graphical display of the progress. The boxes displayed represent the space usage of the drive being examined.

If no errors have been found, click **Finish** to exit the module.

In some cases it is necessary to restart your computer in order to successfully complete the analysis or repair process. This can happen, for example, when active programs or Windows itself are using the selected drive and thus prevent **AVG Disk Doctor** from having exclusive access.

If a system restart is necessary, **AVG Disk Doctor** will show you a corresponding message. You can then decide if the necessary restart should be performed immediately or if you would like to restart the system yourself at a later time.

4.9.2.2. Normal vs. Thorough Analysis

Normal Analysis

Normal analysis takes approx. 1-2 minutes and is generally sufficient.

Normal analysis is carried out in several phases. The table below shows explanations of all possible steps (only the first three lines are performed during the normal analysis).

Thorough Analysis

Thorough analysis covers all of the steps of the **Normal analysis**. In addition, your drives will be checked for physical defects.

Storage space on drives is divided into so-called sectors, which are usually 512 bytes in size each. In order to detect physical defects on a drive, the **thorough analysis** checks the performance of each of these sectors.

The length of this analysis depends on several factors, including the size of the drive and the degree of fragmentation. You should allow at least 5 to 20 minutes.

The following table explains all possible steps.

Analysis step	**Explanation**
Normal and thorough analysis	
Checking files and folders (NTFS and FAT)	Every element in the file system is checked. The program ensures that the structures of all files and folders are correct.
Checking indexes (NTFS only)	Indexes are references to folders in the NTFS file system. If any of these indexes are damaged, the associated folders will not be displayed in the file system. If any of your files or folders have suddenly "disappeared", there is a good chance that they will be recovered after repairing the file system.
Checking security descriptors (NTFS only)	Files and folders in the NTFS file system are usually protected by security descriptors that prevent access by unauthorized users. During the analysis, errors in these descriptions are found and corrected.

Only thorough analysis	
Checking file data (NTFS only)	All sectors of the disk that currently contain files are checked. This will ensure that no read errors take place when working with files, If sectors are found that require multiple read attempts to successfully read the data, the file data contained will be moved to a sector that is free of errors. The sector is then marked as defective. This prevents future problems.
Checking free disk space (NTFS and FAT)	All drive sectors that do not contain any files will be checked for error-free readability. If errors occur during this analysis, the sector in question will be marked as defective to prevent files from being saved there in the future.

4.9.3. Restoring Deleted Files

In this chapter, you will find out **how** you can use the **AVG Undelete** module to restore accidentally deleted files.

Have you accidentally deleted an important file and want to restore it? Perhaps you already looked in the Recycle Bin but it wasn't there?

Then you will be pleased with the functions offered by **AVG Undelete**. Here you can restore deleted files, provided Windows has not yet overwritten the drive space that these files took up.

Valuable tips for rescuing data

The following rule of thumb applies: The longer ago a file was deleted and the more you have worked on your computer since then, the smaller the chance of complete restoration. Therefore, as soon as you realize that the file should not have been deleted, try to rescue it with **AVG Undelete**.

Never install software for recovering deleted files on your system if the mishap has already occurred. You could overwrite important data irrevocably precisely by installing such software.

Even if you install the application on a different drive, deleted data is still at risk from temporary installation files. Data recovery software like **AVG Undelete** should therefore always be installed and ready for use in advance. This means you are always fully equipped to deal with an emergency situation, should one occur.

4.9.3.1. How to Search for Deleted Files

Launch the **AVG Undelete** module by going to the **Fix problems** category in the Start Center and selecting the **Restore deleted files** entry from the **Check system and fix problems** area.

Alternatively, you can start the module by going to **All functions** in the Start Center and selecting the **Restore deleted files** entry under **Hard disk.**

Select the drives you want to scan for deleted files.

> *Even if you want to recover a file on an external storage medium (for example a USB flash drive), this option will still be displayed.*

If you can no longer remember where the files were stored, you can also browse all drives.

Restrict your search. You can refine your search through the entry of search terms. This is recommended if you

can remember the name of the file or even just part of the name.

Search tip: Use the wildcards * and ?

When you enter search terms you can use **wildcards**. These function in exactly the same way as in many standard search engines.

The use of wildcards when searching is useful if you cannot remember the precise name of the file or only wish to search for a certain **file extension**.

* and ? can be used as wildcards, whereby * represents multiple characters and ? stands for an individual character.

Examples for the use of wildcards:

- A search using **photo*** will find all files whose name starts with **photo**, and of all file types i.e. photo_01.jpg, photo.bmp, photo_paris.tif, etc.
- A search for **photo.*** or for **photo** (no wildcard) will find all files called **photo** and of all file types, i.e. photo.jpg, photo.doc, photo.tif, etc.
- A search for ***.doc** will find all files with the extension .doc.
- A search for **photo_??** finds all files whose name starts with photo_ and which have two further characters in their name, and of any file type, i.e. photo_01, photo_09, etc.

Why should I search for 0 byte files?

0 byte files consist solely of the file name. It is impossible to restore the content of such files. If, for example, you have deleted a file with a strictly confidential file name and want to be sure that this file can never be found again, you can include 0 byte files in the search.

Why should I only search for files in good condition?

With files that are in good condition you stand a good chance of recovering the file in full.

Click **Next** to start the search.

AVG Undelete searches every selected drive in turn. For large hard disks and if you have not entered any search terms, the search can take quite a long time.

Search result displays the file name, the original storage location (folder), the size, file type, date last changed and an estimate of the **condition of the file**.

4.9.3.2. File Restoration

Condition of a deleted file

For every deleted file, **AVG Undelete** determines its probable condition. This is of course the most important information at this point: you receive a very accurate prediction of whether a file can be restored again in full.

Good condition

If the condition of a file is likely to be good, the place the file originally took up on the hard disk will not yet have been replaced with another file. It is therefore highly probable that the file can be successfully restored.

Poor condition

If the condition of a file is likely to be poor, this means that the place that it once took up on the hard disk, will have been partly overwritten by other files. However, there is still a chance that at least some of the file can be restored. The precise result of the restoration cannot at this time be determined for certain, however.

Restoring files

1. Select the files that you wish to restore.

   Use Ctrl-click to select multiple files.

2. Click **Restore** to start the recovery attempt.

3. Specify whether the files should be restored to the original folder or to another location.

   If you wish to select a different location, the folder hierarchy appears and you can select a folder or create a new folder. Click **OK** to confirm your entry.

AVG Undelete now restores the selected files to the location specified.

You can also exit the dialog at any time by pressing **Cancel**.

Was the recovery successful?

As soon as restoration has finished, you can try to open the file. If this works, the file was successfully restored. If this doesn't work, the file had probably already been overwritten by another file.

If you now wish to use another program to recover deleted files, so as to be sure that you have tried everything, we strongly urge you not to install this on the same hard disk as the file was stored on.

4.9.4. Managing Running Processes

In this chapter, you will find out **how** you can use the **AVG Process Manager** module to monitor and manage running processes, system capacity and open files and **why it is important to do so**.

AVG Process Manager gives you constant control over the programs and processes that are running on your system and allows you to monitor your system activity.

You can find out how much memory is being used by which processes, view numerous details and terminate unwanted processes with a single mouse click.

The module also offers real-time graphs for processor and memory usage and provides up-to-date information on what your computer is doing at any given time.

4.9.4.1. How to Manage Running Processes

Launch the **AVG Process Manager** module by going to the **Fix problems** category in the Start Center and selecting **Display and close running processes** from the **Manage processes and show system information** area.

Alternatively, you can start the module by going to **All functions** in the Start Center and selecting the **Display and close running processes** entry under **Windows**.

AVG Process Manager provides a great deal of information on the current status of your system. This information is divided into three tabs:

Processes

After the module is launched, the **Processes** tab shows all of the programs and processes that are currently running. The table shows you the names of the processes together with their priority and CPU usage. The module also shows you how much memory space the individual processes are taking up.

If you select a process from the list you can view more information on each application with **Show details**. Select **Terminate process** to force an application to close. This is a somewhat drastic measure, but is sometimes necessary to close a program that has crashed, or if you want to stop an unwanted dialer.

When User Account Control is enabled, it is possible that only the processes started by you are displayed. To see the processes started by other users and by the system, click **Show all processes** at the bottom of the window.

If you have selected a process in the list, you can click **Edit** and then **Set Process Priority** to specify how much processing power Windows should assign to this process.

Open Files

In the **Open Files** tab, you have an overview of the files and folders open at this time. The table will show you what the file type is, where the file or folder is and which process has opened it at that time.

You should not be surprised if some files are shown in the list more than once. Files and folders can be opened by more than one process at the same time. It is also normal if files that are obviously "open" cannot be found in the list. Applications like Microsoft Word and the text editor Notepad only open a file briefly to read its contents or to save it, but do not keep it open the entire time you are working on it.

Tip: If you try to delete a file and you get an error message telling you that it is currently in use, you can use this tool to find out what process is using the file and end it. This will then let you delete the file.

Performance

The **Performance** tab shows you numerous facts about the system.

You can view the current processor usage in percent, and a graph of the processor usage for the last several seconds. A similar graph also shows memory usage for the last several seconds. You can also view the current usage of the page file and the physical memory in kilobytes.

There is also a menu bar and a toolbar. Some of the functions here adjust the content of the active tab. These are described in the sections above. The general functions of the **File**, **Tools** and **Help** menus are always displayed.

General menu bar functions

Menu "File"

In the **File** menu, you can use the **New application** entry to call up the well-known Windows Run dialog to start a new application or open a file. Click **Exit Windows** to shut down or restart the computer so that new

settings can take effect.

A function of particular interest is **Replace Task Manager**, which works by replacing Windows Task Manager on your system with **AVG Process Manager**. This means you can call it up using the Ctrl+Alt+Del shortcut, or right-click in a free area of the taskbar to select it. If you want to use the Windows Task Manager again, simply select the same menu item to remove the check mark in front of it.

Tools Menu

In the **Tools** menu you can configure how **AVG Process Manager** is to be displayed on your computer. You can keep it always in the foreground, e.g. to monitor the processor usage for your system's uptime. You can also display **AVG Process Manager** in the notification area on the bottom right of your desktop when you minimize the window. There is an icon there, which you can click any time in order to maximize the window again in no time at all.

Help Menu

In the **Help** menu you can call up the program help at any time, visit the AVG website, check **AVG PC TuneUp 2014** for updates or display information on your version of **AVG PC TuneUp 2014**.

4.9.5. Showing System Information

In this chapter, you will find out **how** you can use the **AVG System Information** module to display system information:

AVG System Information looks into your computer and collects all sorts of facts and information about your hardware and software and your computer's performance.

This information is important if you wish to upgrade your computer or if an engineer asks you whether certain components are installed on your computer.

4.9.5.1. How to Show System Information

Launch the **AVG System Information** module by going to the **Fix problems** category in the Start Center and selecting **Show system information** from the **Manage processes and show system information** area.

Alternatively, you can start the module by going to **All functions** in the Start Center and selecting the **Show system information** entry under **Computer**.

The facts about your system are displayed on the following nine tabs:

Overview

The overview displays summarized information on the most important components of your computer. This quickly shows you what processor is installed, the system RAM, the graphic card performance, the mouse in use, and any available information regarding the disk drives.

Windows

Here you can find out what version of Windows and of Internet Explorer you are using and when you last booted your computer.

Display

All important information, including the supported display modes and the abilities of your monitor and graphics card, can be found here.

Memory

Here you see current memory usage and also how much memory is being used by each of the applications that are currently loaded.

Performance

Shown here are all facts on processor usage, physical memory and the size of the page file. This information is displayed in three real-time graphs.

Drives

For each drive, here you are shown information on use of storage space and hardware. You can also find information about how your drives are organized under **File system**.

I/O Devices

This lists all the important ports, the installed printers and the audio devices.

Communication

When a dial-up connection is open, two real-time graphs show how much data is being sent and received in kilobytes per second.

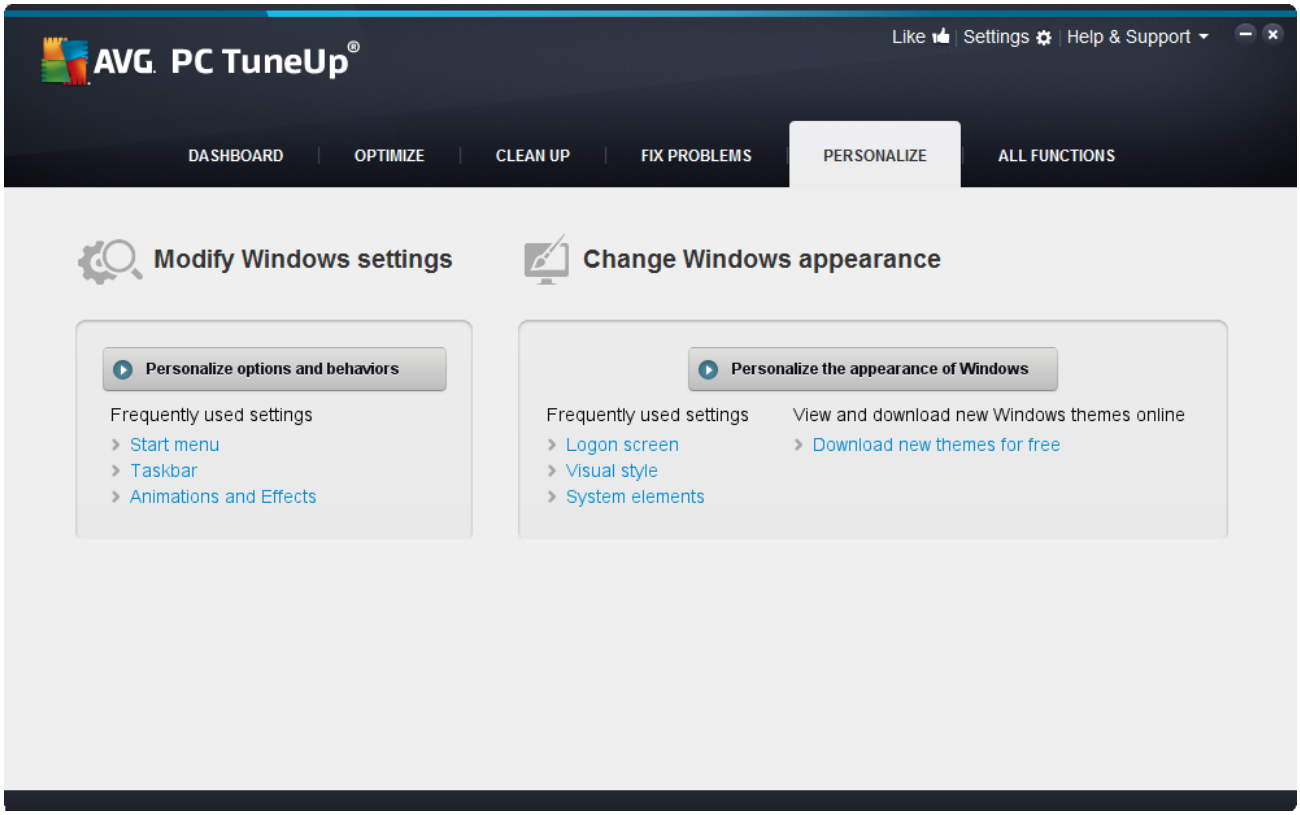
System Devices

Information on the processor and BIOS memory is displayed here. Click the link **Processor details** to view detailed information on the features of your processor.

4.10. Personalize

Using the **Personalize** category, you can specifically configure how your Windows should look and function, thereby personalizing your computer. Under **Frequently used settings**, you will find the elements and areas of Windows that you often personalize and you can open these with a simple click.

All modifications to your system will be monitored by AVG Rescue Center and can be undone if necessary.



Modify Windows settings

Under **Personalize options and behaviors**, you will find the **AVG System Control** module, which you can use to adapt the visual effects, user logon, desktop and much more to your personal needs and preferences.

For more information, see Personalizing Options and Behaviors.

Change Windows appearance

Under **Personalize the appearance of Windows**, you will find the **AVG Styler** module, which you can use to design the Windows user interface entirely to your personal taste. For example, settings such as icons, the logon screen, the appearance of windows and buttons and much more can be very easily modified.

If you would like a completely new design, you can download entire design packages from the Internet. Simply click on the link to **download new Windows themes for free**.

For more information, see Personalizing the Appearance of Windows.

4.10.1. Personalizing Options and Behaviors

Start the **AVG System Control** module by going to the **Personalize** category in the Start Center and clicking on the **Personalize options and behaviors** entry in the **Modify Windows settings** area.

Alternatively, you can start the module by going to **All functions** in the Start Center and selecting the **Modify Windows settings** entry under **Windows**.

On the left-hand side of the **AVG System Control** window, you can see the various categories that are available for

the settings options.

Each category contains subcategories. If you click on these, tabs open on the right-hand side containing the individual settings options.

Here you will find detailed information on all settings options, sorted by the categories in the left-hand window area:

Display

Here you specify exactly which of the Windows visual effects you wish to use, configure how file types are handled and specify how folder windows and the Explorer should look and act.

Here you will find detailed descriptions of your settings options, sorted by subcategory in the left side of the window: Display

Usage

Here you can enter a range of mouse and keyboard options, adapt the items of the Start menu and the speed at which submenus open, and determine the appearance and behavior of the taskbar.

Here you will find detailed descriptions of your settings options, sorted by subcategory in the left side of the window: Usage

Communication

In this category, you can configure the behavior of Windows in the network, personalize Internet Explorer and Outlook Express and/or Office Outlook, speed up web surfing and protect your privacy by preventing certain programs from automatically sending data about your surfing habits.

Here you will find detailed descriptions of your settings options, sorted by subcategory in the left side of the window: Communication

Administration

This category of **AVG System Control** gives you control over many internal system settings. For example, you can adapt the startup process and user logon, configure automatic CD playing, system paths and user data, and adapt the default settings of the command prompt.

Here you will find detailed descriptions of your settings options, sorted by subcategory in the left side of the window: Administration

Wizards

Here you will find the **Copy Settings** wizard. It copies your settings to other user accounts and to the Windows logon screen: Wizards

4.10.1.1. Display

Animations and Effects

Effects

Here you can change settings that relate to the display and operation of the Windows user interface.

Under **Settings**, there are numerous options that you can enable or disable using the checkboxes.

To learn more about an option, simply select it with your mouse. Several lines of explanatory text open under **Description**.

Depending on the performance capabilities of your system, switching off unwanted effects can improve speed. Click **Best appearance** to select all the options that will give Windows an outstanding visual appearance. If the performance is more important to you, select **Best performance**. Selecting **Default settings** restores the Windows default settings.

Animations

Under **Window and message animation**, specify whether windows or tooltips should be animated. Here you can switch on the animation when windows are minimized and maximized.

If the **Use the animation with tooltips** is on, you can select the effect you want from the selection list.

Under **Animation of elements**, you can specify for which display and control elements scrolling and opening should be animated. You can switch on the three options **list & tree view, list boxes** and **dropdown lists**.

Click **Best performance** to turn off all the options that only serve to provide showy effects. Selecting **Default settings** restores the Windows default settings.

Menu Appearance

Under **Animation** you specify whether menu items are to be hidden after the menu is accessed. You can also select a display effect from the list.

Under **Effects**, you can specify whether Windows should use flat 2D menus or whether a small 3D shadow should be displayed beneath an open window.

Font Smoothing

To improve the legibility of text on your computer, here you can select your preferred font smoothing method. The font smoothing type **ClearType** merits special attention: it is particularly suitable for flat-screen monitors (TFT and LCD) and makes use of their so-called subpixels to effectively smooth the edges of even small fonts. Select **ClearType** and click on **ClearType Settings** to obtain the optimum adjustment of ClearType smoothing to your screen.

File Types

Menu Operations

Under **Drives and folders**, you can configure their context menus.

The **Show "Open Command Prompt Here"** entry opens the command prompt at the desired location. You can execute DOS commands via the command prompt.

Under **Files and folders** you can specify what commands are to be shown in the context menus of files and folders. Here, the four commands **Send To**, **Move To Folder**, **Copy To Folder** and **Encrypt/Decrypt** can

be displayed. The checkbox is active for commands that are already enabled.

Selecting **Default settings** restores the Windows default settings.

Menu "New"

Here you can select which file types should be shown in the **New** submenu of the context menu for the desktop, Explorer and the "Save" dialog. Use the checkboxes to set which file types should be displayed.

Select **Remove** to remove a selected entry from the list completely. Select **Add...** to include other file types in the list.

Under **Options**, you can specify whether the "New" menu should appear in the context menu of the desktop and the free area of folder windows.

Opening Files

Here you can select how Windows should proceed when opening files with unknown extensions. Under **Default application**, you can specify that either the "Open with" dialog is displayed or that a file is automatically accessed with a certain program (for example with Notepad). To do so, write the start name of the desired program in the field. Alternatively, select a program via **Edit**.

Advanced

Here you can specify whether a new shortcut should be automatically marked as such. In Windows XP, the shortcut is by default prefixed with a "Shortcut to"; in Windows Vista and 7, the default text "- shortcut" is added to the end of the shortcut name.

In Windows XP there is also the **Windows Picture and Fax Viewer** section, where you can decide whether double-clicking on images and fax files automatically loads them into the Windows Picture and Fax Viewer.

Folder Options

View

Here you can determine how folder windows and the elements they contain are to be displayed.

Under **Window**, you specify

- (in Windows XP) whether the tree view of directories in a folder window is always to be visible, whether the folder window last opened on logon is to be restored, whether compressed ZIP files are to be displayed as folders, and whether a details bar is to be displayed.
- (in Windows 7) whether the menu bar in a folder window should always be visible, whether compressed ZIP files should be displayed as folders and whether a details bar should be shown.
- (Windows Vista - whether the same options as in Windows 7, but in addition) whether the most recently opened folder window should be restored at logon.

Under **View settings** (only available in Windows XP), you can use the slide control to determine how many folder views should be stored.

List

Here you adjust the display of additional information in a folder window to suit your specific requirements.

The **Pop-ups with detailed information** section determines whether a tooltip displaying additional information should be shown when the mouse cursor is moved over a file or folder in a folder window.

Under **Icon arrangement**, you specify whether the files should only be sorted alphabetically or whether they should be arranged logically according to numerical values and the alphabet.

Under **Encrypted and compressed files** you can specify that both file types be marked with a certain color. By default, compressed files are blue and encrypted files are green.

In Windows XP and Windows Vista you can also define the color assignment to suit your needs via the **Edit** button.

Thumbnails (Windows XP only)

Windows can show thumbnail images in a given folder as appropriate for a collection of photos. Here you determine the size and quality of these preview images. The standard size is 96 pixels. You can enter a different value if you wish. You specify the quality using the slide control.

The higher the picture quality, the more disk space the thumbnails take up. Under **Cache**, you specify whether these thumbnails should be temporarily saved to a file called THUMBS.DB. This file is also stored in the folder and allows the thumbnails to be loaded particularly quickly in the future.

Selection

Here you can set the color of the selection rectangle that should be used in folder windows. This rectangle shows the progression of the clicked mouse button, if you select multiple files simultaneously.

In Windows Vista and Windows 7 you can also decide whether a checkbox should be displayed for selecting elements, allowing multiple files and folders to be selected with the mouse without the need to use the Ctrl or Shift keys.

Advanced

Here you can set what elements are to be displayed on the **Desktop** and under **Computer** (or **My Computer** in Windows XP). You can easily hide entire drives and specify how the **address bar** in Explorer, Internet Explorer and the Run dialog should behave.

4.10.1.2. Usage

Input Options

Mouse Functions

Under **Swap mouse buttons** you can swap the left and right mouse button. You would then click with the right-hand button and open the context menu with the left-hand button.

Many mice now come with a scroll wheel. In accordance with Microsoft Intellimouse and similar models, you can specify under **Scroll wheel** what should happen when this wheel is used. The standard setting is scroll by 3 lines. You can change the number of lines, increase the scrolling setting to a full screen page or turn it off completely.

Under **Set pointer automatically** you can specify that the cursor automatically moves to the highlighted button when a dialog box opens so that you can click this button right away.

Mouse Sensitivity

Under **Double clicking and dragging** you can specify how much you can move the mouse when double clicking and how far you have to move the mouse to start dragging an object. The values are given in pixels.

Tip: Try out your new settings on the Test icon.

Under **Hover effect** you can change the movement tolerance and the hover time of the mouse cursor for the display of the hover effect. This takes effect as soon as the cursor hovers over an item for a certain length of time.

Tip: You can also try out the setting on a Test icon. It lights up as soon as the mouse pointer is placed over it.

Active Window Tracking

Here, you can enable a little-known Windows function that could change the way you work with windows completely: **Active Window Tracking**.

If you enable this feature, all you need to do is move the mouse pointer over an inactive window to activate it so that you can work with that program. You then no longer need to click on a window in order to enable it.

You can turn on the option in the **Foreground** section in order to pull the active window immediately to the top.

Keyboard

Under **Flashing cursor**, you can set how the cursor flashes at the point at which data is to be input (e.g. in a word processing program).

Tip: Look in the small preview to the right of your current settings and the changes made.

Use the slide control to specify the frequency of flashing. If desired, you can also set the **cursor width** to your liking and enter a value in pixels.

Modern keyboards are made with a special Windows key with the Windows logo printed on it. This key is used to open the Windows Start menu and it can also be used in combination with other keys to initiate special functions, e.g. maximizing all windows (Windows + M) or showing the Desktop or, since Windows Vista, the Computer (Windows + E).

If you do not need these key combinations or sometimes hit them by accident due to the layout of your keyboard, you should turn this option off.

Start Menu (not available in Windows 8)

General

Under **Menu speed**, you specify whether the submenus should open automatically as soon as the mouse points to the menu entry in question or whether a click is also necessary. There are great differences here between the various operating systems, about which we would like to go into further detail.

Windows XP:

If you opt for Display when pointed to, you can set for how long the mouse pointer is to be positioned over the item before the menu opens.

Under **Users** you can specify whether your user name should be displayed in the upper area of the Start menu. In addition to the **Shut down** button, you can also display or remove a **Log off** button by which to switch users.

Windows 7:

Under **Exit a session**, you can specify which action should be taken when you click the Exit a session button. By default, the computer is **shut down**.

For the **Hibernate** and **Power save** modes, the current status, including all opened documents and programs, is preserved so that after switching your computer back on you can continue working right where you left off. Whereas power save mode still requires a small amount of power, in hibernate mode the computer can be completely disconnected from the power supply. However, putting the computer into hibernate mode and then "waking" it will take much longer.

Alternatively, you can specify here that this button causes the computer to restart, the computer to be locked, the current user to be logged off, or that the user should be changed. Simply decide based on your preferences.

Note than when an update is ready for installation, this button is temporarily assigned to the **Shut down computer** function (until the update has been installed). This ensures that key program updates are not accidentally forgotten.

Windows Vista:

Under **Power off button** you can set what action is to be carried out when you click on the Power off button. By default, the computer is put into **Power save mode**.

If you would prefer to shut down your computer quickly (or you are missing this function entirely in Windows Vista), you are advised to select **Shut down computer**. This saves you from having to open the submenu and selecting **Shut down** there. The third option is to put your PC into hibernate mode.

For the **Hibernate** and **Power save** modes, the current status, including all opened documents and programs, is preserved so that after switching your computer back on you can continue working right where you left off. Whereas power save mode still requires a small amount of power, in hibernate mode the computer can be completely disconnected from the power supply. However, putting the computer into hibernate mode and then "waking" it will take much longer.

Recently Used

Use the **Default settings** button to restore the Windows default settings.

Windows XP:

Under **Recently used files** you can set whether recently used files are to appear under **Documents** in the Start Menu. You can also define the exact number of documents to be displayed. When logging off, you can also automatically clear the list.

Windows Vista and Windows 7:

Under **Recently used files** you can set whether recently used files appear in the Start menu under **Recently used**. You can also delete the content of the list.

Under **Recently used programs** you can specify whether recently used programs should appear in the Start menu. On Windows Vista you can also use **Settings** to specify which programs you want to be displayed in the Start menu. The default setting is for Windows to show all recently used programs here.

Shortcuts

Under **Move and edit shortcuts** you can set whether the moving of shortcuts is allowed.

From here you can also start **AVG Shortcut Cleaner**.

Advanced (Windows XP only)

Here you can open the **AVG Styler** module in a new window and thereby personalize the appearance of Windows to suit you, e.g. change the icons for folders and menu items.

Task Bar

Flashing Buttons

While entering text and other content, the activation of other windows is prohibited. A flashing icon in the taskbar alerts you to the fact that other software is trying to communicate with you. If this flashing should be retained, the option **Enable flashing taskbar buttons** must be turned on.

Under **Flashing speed** you specify how rapidly the button on the taskbar should flash. You have two options to choose from: The first one lets a window button in the taskbar flash until it is clicked again. The second option restricts flashing to a certain number specified by you. The default setting is 7.

Under **General**, you can specify how long Windows should wait after your last key press before windows from other programs are allowed to appear again.

Button View

Here, you can specify whether and how windows should be represented by buttons on the taskbar.

Under **Display** you specify the desired maximum width of buttons in pixels. The default value is 154 pixels. If you deactivate the option **Show animated buttons**, Windows will no longer animate the corresponding taskbar button when a window is opened. This leaves more computing power available for other tasks.

Under **Grouping** you can specify whether and in which cases several windows of a program are to be represented by a shared button on the taskbar.

Minimized Windows

Sometimes, after the windows of a program have been minimized, only the title bar remains which is then automatically positioned at the bottom of the screen.

Under **Position and alignment** you determine the exact target position of these bars. The default setting is **bottom left**, where several bars are displayed **side by side**.

Under **Spacing**, you can specify how many pixels there should be between the individual title bars.

Advanced

Notifications are often shown in the (next to the clock) to inform you of important events or ask you to perform various tasks, such as removing unused shortcuts from the desktop. Here you can specify different options for these reminders.

4.10.1.3. Communication

Network

My Network Places

Here, you can configure a number of settings that affect the display of shares under My Network Places. Among other things you can prevent your computer from being displayed in My Network Places of other computers and that (using your password) all drives on your computer can be accessed, although you did not specify any shares.

Advanced

In the **Universal Plug & Play** section you can turn off the Windows service for automatically detecting network devices. This function is a potential security risk and should be disabled if you do not need it.

Under **Quality of Service (QoS) service**, you can prevent Windows from reserving part of your Internet connection bandwidth for important packets. Disable **Reserve bandwidth** if you always want to have your full bandwidth for surfing.

Passwords (Windows XP only)

Saving your passwords means that you don't have to enter your password every time you dial into the Internet, access protected shares, etc. However, hackers may be able to access and misuse these passwords. You can therefore disable the automatic saving of passwords here.

Internet Time

Here you can set the clock on your computer to be synchronized regularly with an atomic clock over the Internet, to ensure your computer always shows the correct time. The following option must be enabled first: **Automatically synchronize with an Internet time server**.

The **Available time servers** section lists some popular reference clocks. If you know other servers, you can enter their online addresses into the list by clicking **Add**.

Internet

Here you can determine how an existing dial-up connection should be handled when a user logs off, and you can deactivate the integrated Windows Firewall.

In Windows XP you can also click the **Settings** button in order to set various advanced options for your Internet connection.

Internet Explorer

Explorer Bars

Here you can set how the toolbars in Internet Explorer should behave. For example, you can have the search bar always perform searches using Google™ and change settings for the Autocomplete feature in the address bar.

View

In the **Title bar** section, enter the text you would like to be displayed in the Internet Explorer title bar.

Favorites

Here you can show and hide favorites folders and their contents andthereby hide unwanted folders. Please note that the contents of the favorites folders is not shown here and only the available folders are listed. You can also sort the folders by name.

Menu

This is where you can customize the Internet Explorer menu bar and use the **Settings** button to add many useful commands to the context menu that is called up when you right-click on any web page.

Under **Show source code** you can specify whether, when you select **Show source code**, the website should be opened with Internet Explorer or with a different program, e.g. the Windows editor (notepad.exe).

Navigation

In the **Website behavior** section, you can specify how Internet Explorer should react when links are called up. For example, you could specify that pop-ups or links opened in other programs are always opened in a new tab in the current window.

In the **Start pages** section, specify which websites should automatically open when Internet Explorer is launched. Several sites can be selected for this. Use the **Up** and **Down** buttons to change the order of the pages.

Security

This section concerns security settings in Internet Explorer.

In the **User Agent String** section, specify how Internet Explorer identifies with the websites you visit.

Under **Download confirmation**, you can specify whether Internet Explorer is permitted to download certain file types such as videos or music files without confirmation. If you wish to be asked before such files are downloaded, you must select **Always confirm before downloading files**.

Performance

Here you specify the profile that corresponds most closely to the bandwidth of your Internet connection. In the **Maximum number of connections** section, you can specify how many server connections can be established.

Mozilla Firefox

General

This is where you can make the following general settings for Mozilla Firefox Internet browser.

Under **Text animation**, you can turn off annoying text effects, e.g. constant flashing or horizontally scrolling text (marquees). If these effects are a nuisance to you, you can disable them by selecting the options **Disable blinking text** and **Disable scrolling text (marquees)**.

Under **Error messages** you can specify whether error messages regarding a failed connection attempt to a web server should be shown as a window (dialog) or as a web page in the browser window.

Under **Sidebar position** you can specify whether the sidebar should appear on the right or left side of the browser window. The sidebar can contain your bookmarks, history and downloads by default.

Operation

This is where you can make changes regarding the usage of Mozilla Firefox.

Under **Address bar** you can specify that addresses will be automatically completed in the address bar, i.e. Internet addresses appear automatically in the address bar after you have entered the first few letters of the address (provided that you have already visited this website).

For Mozilla Firefox 2 and more recent versions, you can also specify whether the **Load address** button should appear beside the address bar.

Under **Open submenus** you can specify how long before a submenu automatically opens when you hover over it with the cursor.

Windows

This is where you can specify how popup windows and links should be displayed in Mozilla Firefox and how much influence websites can have on the display of the popup window.

In the **Opening links** section, you can specify whether, after clicking on a link, the contents should be displayed in the current window or in a new window.

In the **JavaScript** section, under **Allowed window manipulation**, you can limit changes that websites are allowed to make to popup windows. Some web sites try to hide the navigation bars in a popup window so that it looks like a Windows message dialog. You can prevent this here.

Tabs (Mozilla Firefox 2 or later versions)

Here you can make the settings for the Mozilla Firefox tabs.

In the **"Close" button** section, you can specify where the **Close** button for the tabs should appear. You can choose from four different positions.

In the **Minimum width** section, you can specify the minimum width of the tabs, from Mozilla Firefox 2 onwards. If more than one tab is open, the width of each tab will be automatically reduced until the minimum width set here has been reached. If further tabs are opened, a scrollbar will be shown on the right-hand side of the screen which you can use to scroll to the tabs that are not visible.

Under **Color of active tab** you can use the **Highlight with color** option to specify which color should be used to highlight the tab currently active in the browser. Click on the **Change** button to change the color used to highlight the top and bottom borders of the active tab.

Performance

Here you can enable the pipelining feature of Mozilla Firefox. Pipelining is an experimental function through which the web browser sends multiple download requests to a web server over a single connection. This is not supported by all web servers.

Opera

Title Bar

Here you can configure the settings for displaying the Opera title and logo.

Under **Window title**, enter in the **Title** field the text you want to appear in Opera's title bar. If you leave the field empty and click on **Accept** or **OK**, the field is automatically filled with the default entry **Opera**.

In the **Opera icon** section, in place of the red "O" opera icon you can select a different icon from your hard disk. The selected icon is then displayed in the Windows taskbar and in the Opera window.

If the icon file you select is valid, the icon is displayed immediately. If the icon file you select is invalid, the standard Opera icon is reinstated.

Operation

This is where you can make changes regarding the usage of Opera.

Under **Autocomplete for web addresses** you can specify that addresses will be automatically completed in the address bar, i.e. Internet addresses appear automatically in the address bar after you have entered the first few letters of the address. If, for example, you enter just one word only, then top-level domain suffixes like ".net" and ".com" are added to the end and the prefix "www." to the beginning. completes. Disabling this function can speed up Opera a little.

Under **Show source code** you can specify whether, when **Show source code** is selected in the website context menu, the internal editor in Opera should be used or another program, e.g. Windows editor (notepad.exe).

Performance

You can turn on fast navigation again here, which is set to automatic mode by default in Opera 9 onwards.

By selecting **Automatic mode**, you can specify that the web server setting should be taken into account when you navigate through the browser history, which informs the browser whether a site can be loaded from the cache using "Back" or "Forward" or whether the website should be downloaded anew each time. The latter is necessary for certain shop pages to function correctly. However the server often demands that the page be downloaded again from the web server when it is not necessary.

By selecting **Compatibility mode** you can specify that, regardless of how the server is set, the sites are never downloaded from the browser cache when you navigate through the browser history, but are always downloaded anew from the website. This setting is generally not required and is not recommended for fast surfing.

By selecting **Fast mode**, you can specify that the websites already on your computer are always loaded from the cache. This not only has the advantage that the back and forward functions are suddenly very fast again, but also that a lower data volume needs to be downloaded over the Internet connection. Furthermore,

entries you have made into form fields are generally retained during navigation in a browser. For websites to function correctly with active site contents, it may however be necessary to manually refresh the websites regularly (e.g. using F5).

Search

Here you can set which search engine Opera should use in general and for speed dial and how the speed dial should be displayed.

Under **Default search engine** you can specify which search engine Opera uses. This is automatically selected in the search field, in the address bar, when "Search" is selected in the context menu of selected text and when entering several words in the address bar.

Under **Speed dial default search engine** you can change the search engine that is displayed by default in the speed dial page in a new empty tab.

Email and Chat

Outlook Express (Windows XP only)

You can change the font here which is displayed in the application title bar. You can also decide whether the application should show a splash screen when starting up.

Here you can also configure the security function that blocks executable email attachments. If you do not wish to have such attachments blocked, you can disable this function. But please note that such attachments may also contain malware such as viruses that are run when you click them.

Windows Mail (Windows Vista only)

You can change the font here which is displayed in the application title bar. You can also decide whether the application should show a splash screen when starting up.

Here you can also configure the security function that blocks executable email attachments. If you do not wish to have such attachments blocked, you can disable this function. But please note that such attachments may also contain malware such as viruses that are run when you click them.

Office Outlook (Windows 7 only)

Under **Minimize Outlook** you can select whether Outlook 2003/XP should, when minimizing the window, create an icon either in the taskbar or in the taskbar notification area (beside the clock). If you opt for the notification area, turn on the **Minimize Outlook to notification area** option.

Under **Email Attachment Security** click the **Settings** button to open a window in which you can specify which file attachment types are automatically blocked.

Windows Messenger (Windows XP only)

Under **Run**, you can specify whether and for which events Windows Messenger should open automatically. If you want to prevent Windows Messenger from running entirely, select **Disable Windows Messenger**.

If you do not use Windows Messenger at all, you can also remove it from your system entirely. Simply use the **Removal** option for this.

Privacy

General

Here you can configure settings for your privacy and security when working with your computer.

Under **Automatic Windows Updates** you can specify whether Windows should automatically establish a connection with Microsoft or not. If **Enable automatic Windows Updates** is activated, Windows may then establish automatic contact with the Microsoft server as soon as there is an Internet connection, in order to check if there are any updates for your system.

The **Notify before downloading updates** option should be enabled if you want to be asked permission before Windows downloads available updates from the Internet.

Cover Tracks

Here you can configure settings to cover your tracks when working with documents and surfing the Internet.

Under **Delete history lists** you can click **Delete now** to clear the list of recently opened files in the Start menu.

Under **Clear Internet Explorer cache** enable the **Clear Internet Explorer cache when closing** option if the web browser should clear its cache as soon as it closes. You should only select this option when maximum security is important to you and you do not wish others to be able to find out which sites you visited on the Internet by viewing the cache.

Internet Explorer

This is where you determine your privacy security settings.

Under **Integrated SmartScreen filters** you can enable the **SmartScreen filters** to ensure that Internet Explorer checks the websites accessed for suspicious and known scam websites.

Under **Integrated Windows authentication** you can enable the **Disable integrated Windows authentication** option to ensure that Internet Explorer no longer automatically attempts to log on to websites using Windows authentication.

Windows Media Player

Here you can configure your privacy settings for Windows Media Player.

Windows Media Player communicates frequently with the Internet. Under **Settings**, you can specify that neither the list of recently played media files nor information about playback media or music files should be saved. Click **Highest security** to turn all options on in one go.

Click **Advanced** to proceed to the data protection settings for Windows Media Player. Here you can block script commands from running, prevent the automatic purchase of licenses, disable the automatic download of codecs and block Internet sites from identifying the player.

Advanced

Here you can make additional privacy settings.

Under **Page file** you can click **Go to "Memory management"** to specify that the Windows page file should be deleted automatically when the system shuts down.

Under **Internet time** you can disable the automatic synchronization of the Windows system clock with an Internet reference clock.

Under **Error reporting** you can specify whether Windows should send an error report with your system configuration to Microsoft following a crash. Use the **Error reporting** button to open the various reports and disable them with a click of the mouse.

4.10.1.4. Administration

User Logon

General

Windows XP:

Here you can choose between the Welcome screen and the logon prompt. The default setting in Windows XP is the Welcome screen. This shows a list of all available user names, which can be selected with a mouse click. Alternatively, you can select the option **Use the old logon dialog**. This brings up the secure logon prompt, where you are required to enter your logon details manually.

You can also specify here additional settings concerning the behavior and appearance of the logon screen.

Windows Vista and Windows 7:

You can adjust the behavior and appearance of your logon screen and the logon prompt here. Click on the **Adjust** button to set individual options.

Automatic logon

To skip logging on to the system a user can be logged onto the system automatically. If you wish to do this, select the **Enable automatic logon** option and enter your logon data in the placeholders below.

Under **Security** you specify whether or not logon can be skipped using the Shift key. You can also have the system carry out a logon immediately after a logoff.

Messages

Under **Notification before logon**, you can set a predefined notification that is displayed to all users before logon - for example a warning from the boss not to surf the Internet during office hours. To do so, first enable the **Show message before logon** option and then enter the title and actual text of the notification in the input fields.

Under **Error search during logon and logoff**, you can specify that detailed status messages should be shown during the logon and logoff process.

Tour (Windows XP)

First-time users can be invited to go on a tour of Windows XP following system startup. During this tour, the user is shown all important Windows XP modules. Deselect the option **Show Windows Tour after logon** if you do not want the tour to be activated after the system starts up. Under Scope, you can specify whether

this option only applies to the current user or to all users.

Welcome Center (Windows Vista) / Getting Started (Windows 7)

New users can be shown the **Welcome Center** (in Vista) or the **Getting Started** window when the system is started up, which is designed to make setting up the system easier and shows links to further information and offers on the Internet. You can turn this display on or off here.

Drives

General (Windows XP only)

Here you make certain settings concerning your hard drives. For example you can enable UDMA66 support, which can speed up access to your drives.

Under **NTFS file system**, you can set two options that relate to the new Windows NTFS file system: **Save the date of the last access to a file** and **Save short (DOS) file names**. We recommend that you leave both options enabled, as disabling them may have negative side effects on the efficiency of hard disk defragmentation and on compatibility with older software.

Memory space

Windows automatically sounds the alarm if there is only a small amount of disk space remaining on a drive. If this warning disturbs you, you can disable the **Display warning about low disk space** option.

AutoPlay

Under **Media change monitoring**, you can turn on the **Monitor CD drives for media change** option. If you do so, Windows monitors the CD drives. As soon as a new data carrier is inserted, Windows reads it and tries to launch its content automatically.

Under **AutoPlay**, you can click on **Advanced** to open a window in which you can specify autoplay settings for various data carriers, such as music CDs.

Advanced

Under **AVG Styler**, you can click on **Start AVG Styler** to call up the module and use it to change the icons of individual drives.

Under **AVG Drive Defrag**, you can click on **Start AVG Drive Defrag** to open the module for defragmenting drives and for optimally arranging files on the drives.

Under **Computer** (or **My Computer** in Windows XP), you can click on **Settings** to specify which drives are displayed in the Windows (My) Computer.

Memory and Cache

Memory Management

This includes settings for managing the physical and virtual memory.

Under **Virtual memory**, you can specify that drivers and the Windows system core can be replaced if necessary or are always kept in the RAM.

Under **Page file**, you can specify that **AVG PC TuneUp 2014** always overwrites the content of the Windows page file with zeros, thereby deleting it when the system is shut down.

Clicking on **Recommended** accepts the settings recommended by **AVG PC TuneUp 2014**.

Memory Usage

Here you can set whether the computer should reserve more RAM for the programs or for the system cache.

Advanced

Clicking on the corresponding buttons here, takes you to the **AVG StartUp Manager** and **AVG Process Manager** modules, which you can use to configure the system startup and manage running programs.

Startup and Maintenance

System startup

Here you can make general settings about how Windows should proceed when starting up the system.

Under **Boot defragmentation**, you can enable the **Enable boot defragmentation** option to specify that files required for booting should be arranged on the hard disk so that they can be found particularly quickly.

Under **Boot logo and error messages**, you can enable the **Do not display boot logo and error messages** option to specify that Windows should not only suppress the boot logo display but also the display of error messages during startup.

Under **Waiting time for drive check**, you can specify how long the user should be given to decide against running the CHKDSK scan program. This program is launched automatically if the computer was not shut down properly and checks the integrity of the data on the hard disks.

Exit (Windows XP only)

Here, you specify what Windows should do if individual programs have crashed.

Under **Waiting time without response**, you can specify the time in milliseconds that the system gives the program to show a response. It will then be ended in the Task Manager or when the computer is shut down.

Under **End programs automatically**, you can set whether applications should be closed automatically or whether the **End program** dialog should be shown.

Desktop and Taskbar

Here you can make settings regarding the stability of the desktop and taskbar.

Under **Desktop and taskbar in a separate process**, you can enable the **Execute desktop and taskbar in a separate process** option to increase the stability of the system if Explorer crashes. This increases stability, but requires an additional 8 MB of disk space.

Under **Restart desktop and taskbar automatically**, you can enable the options to ensure that both the desktop and taskbar are restarted again automatically if they should crash. This means that the system remains operational.

Errors

Here you can specify how the system should behave in the event of errors.

Under **Audible signals**, you can enable the **Play acoustic signal when errors occur** option to specify that the system should make a sound if there is an error message or incorrect entry.

Under **System errors**, you can select from the dropdown list what should happen if the system has been stopped due to a critical system error. You can also specify that the event should be entered in the system log.

Under **Error reporting**, you can specify whether Windows should send an error report to Microsoft following a crash. This will communicate not only information about the error but also information about your system.

System

General

Under **Windows registration**, you can change the name and company of the user who registered the current Windows version. Here you can also see the serial number and product ID of your Windows license.

Under **Windows Installer - user data**, enter the name and company name that should be automatically entered into the user information when new software is installed.

Under **Support information**, you can use the **Settings** button to open a configuration window in which you can modify the information shown in the system properties.

Common Dialogs

Here you specify the appearance of the common dialogs for opening and saving files.

Under **File name**, you can specify whether, in common dialogs, a selection field containing the files most recently used is to be displayed instead of a single input field.

In Windows XP, the **Folder navigation** is also available, where you can specify which navigation elements should be shown for simplified operation in common dialogs. You can also specify whether the "Back" button should be displayed and if a navigation bar should be displayed on the left-hand side of the common dialog.

Search (Windows XP only)

Here you can define the appearance and the behavior of the search dialog.

The **Disable indexing service** option prevents the system from automatically indexing the contents of your files when the computer is idle.

The **Use classic search in Explorer** option replaces the modern style search dialog with the classic style.

Under **Searched file types** , you can click **File types** to specify which text file types can be searched for specific content.

Special Folders

Here you specify the physical paths to which special folders such as "My Documents" should link. Highlight

a predefined path and click on **Edit** to change it to your requirements.

Command prompt

You can configure the appearance and behavior of the command prompt here.

Under **Completion**, you can specify which key combinations are to be used to complete file and folder names.

Under **Advanced settings**, you can click on the **Advanced** button to open a window where you can specify the visual appearance and start folder of the command prompt.

Security

User Account Control (Windows Vista and Windows 7 only)

The User Account Control feature ensures that no unauthorized changes are made to the computer. It does this by asking whether a user has administrator rights to allow any changes to be made to the system. If User Account Control is enabled, a standard user will always be asked to enter an administrator password to make such changes.

You can specify here how a user logged on as an administrator is to be informed of potential changes to the computer and prompted for confirmation.

This is how Windows differentiates between changes that the user makes himself (e.g. security-related settings) and the startup of programs that can carry out changes. You can set here in detail, which changes must require confirmation first and whether a password must be entered beforehand.

Because this is a security-relevant setting, it is advisable to leave the user account control activated and select at least **Prompt to confirm without entering password** (for Windows Vista) or **For changes by programs, without password** (for Windows 7).

One aim of User Account Control is to ensure that no programs start in the background without the user being aware of it. At every program startup, Windows determines whether this program will make changes to the computer. If this is the case and User Account Control is enabled, the user will be prompted to have an administrator confirm the program startup. This feature is a key security step in case an unknown (and potentially harmful) program starts up without the user having initiated it himself.

Security Center (Windows Vista) / Maintenance Center (Windows 7)

The Security Center or Maintenance Center, as it is called in Windows 7, regularly runs in the background to check the security status of your computer and displays warnings if a possible security problem is determined.

If these warnings are displayed on your computer in error or you do not want to be shown warnings from the Security/Maintenance Center, you can switch the warnings off here.

Advanced

Under **Screensaver password prompt**, you can specify how long the screensaver has to be running before the password protection is activated (if this option is enabled). The default value is 5 seconds.

4.10.1.5. Wizards

In this category you will find the **Copy settings** wizard. It copies your settings to other user accounts and to the Windows logon screen.

Copy settings

You can use **AVG System Control** to make a number of settings by which to change the appearance and the behavior of the system to suit your requirements. However, these settings are only normally valid for your current user account.

Use the **Copy Settings** wizard to copy your settings to other user accounts and to the Windows logon screen.

The wizard shows you a list of settings that can be copied. Make your selection and click **Next**.

Now you can choose where the selected settings should be copied to. A possible target (depending on the selected settings) is the logon screen. If you have several users set up, all other users are also shown as possible destinations. Select the destinations you want and click **Next** to start the copy process.

After successfully completing the copy process, close the wizard by clicking **Finish**.

4.10.2. Personalizing the Appearance of Windows

The following chapters explain **how** you can personalize the appearance of Windows with the **AVG Styler** module.

Please note that the "Boot screen" and "Startup logo" categories can only be used on Windows Vista.

Windows would not be very useful without its graphical user interface. The importance of an attractive interface is demonstrated by the new design of Windows Vista and Windows 7: the whole system feels immediately fresher and more modern.

But just as in fashion, it's easy to get tired of the new design, not to mention the people who have always been bothered by what they consider a "candy" look.

With **AVG Styler**, you can change the appearance of numerous elements in Windows to suit your personal taste. You'll be pleasantly surprised at how many changes you can make here. For more information, please refer to the corresponding sub-chapter:

1. How to Change the Appearance of Windows
2. Boot Screen
3. Tips for Attractive Boot Screens
4. Startup Logo
5. Logon Screen
6. System Elements
7. Managing Icon Packages
8. File System

9. Appearance of Icons
10. Repair
11. Visual Style

4.10.2.1. How to Change the Appearance of Windows

Start the **AVG Styler** module by going to the **Personalize** category in the Start Center and clicking on the **Personalize the appearance of Windows** entry in the **Change Windows appearance** area.

Alternatively, you can start the module by going to **All functions** in the Start Center and selecting the **Change Windows appearance** entry under **Windows**.

The **AVG Styler** start page opens from which all adjustment options of the module can be quickly reached.

Click on the area in which you wish to make changes. Give your creativity free reign and design your Windows system completely to your own tastes.

4.10.2.2. Boot Screen

When you boot up Windows, a black screen is displayed as standard. **AVG Styler** lets you switch this boot screen for a different one with just a few clicks. Or let your imagination run wild and create **your own boot screen** with your favorite vacation photo, for example.

Please note that this function is not available in Windows 7 and 8, as these operating systems do not use a boot screen.

This is how it works:

Start the **AVG Styler** module by going to the **Personalize** category in the Start Center and clicking on the **Personalize the appearance of Windows** entry in the **Change Windows appearance** area.

On the navigation bar, click in the left-hand window area on **Boot screen**.

AVG Styler lists all available boot screens. The first time you use the module, the only screen in the list will be the default Windows boot screen.

You can add **new boot screens** to the list before finally accepting them. To do so you have the following options:

Downloading previously created boot screens

In the top left, click **Add** under **Boot screens**.

Select the entry **Download Boot Screens from AVG Online**.

This takes you to a website where you can find a wide selection of different boot screens with which you can improve the appearance of the startup process exactly how you want.

Click on a boot screen.

This is automatically opened with **AVG Styler** and added to the list.

Adding Boot Screens from a File

In the top left, click **Add** under **Boot screens**.

Select **Load boot screen from a file**.

An Explorer window opens and you can select any given file on your computer. The following formats are supported:

Type	File extensions	Description
AVG boot screen	.TBS	The individual format of AVG Styler.
Stardock Bootskin	.BOOTSKIN	The format of many boot screens on websites such as www.wincustomize.com
Images	.BMP; .PNG; .GIF; .JPG ; .JPEG	If you select an image in one of these formats, the Create boot screen dialog is automatically called up with this image, allowing you to make additional adjustments.
Ntoskrnl.exe files	.EXE	The system core of Windows XP, in which a boot screen was incorporated. AVG Styler

Select a new boot screen and give it a name under which it will appear in the list of **AVG Styler**.

You can also enter the name of an author. The newly added boot screen now appears in the list. You can add additional boot screens.

Creating your Own Boot Screen

Under **Boot screens** click **Create new**.

A wizard appears with which you can search for and adapt an image. You can select an image on your computer or on an external storage device.

You also have the option of first transferring an image from a camera or scanner or starting a Google™ image search directly from **AVG Styler**. In both cases, you save the required image to a location that you can easily find again and click on **Search local drives** to load the saved image.

Optimizing the appearance of your new image:

Please note that the available alignment options are only effective if the image is not yet the correct size for a boot screen (640 x 480 pixels). Under **Background**, you can specify the color to be used for areas not covered by your image.

For technical reasons, this includes the background of the progress bar. You can also set position, foreground color and edge color to suit your individual taste. Position the progress bar at a location that does not interfere with the overall picture.

Save the new boot screen to the **AVG Styler** list under a name of your choosing.

You can also enter the name of an author. The newly added boot screen now appears in the list.

Restoring the default

If you no longer like your new boot screen, you can restore the default Windows screen at any time.

Click on the **Restore Defaults** button.

The default boot screen is then automatically selected from the list and a preview opens.

Click **Apply** to apply it.

Select the boot screen you want from the list to preview it. Click **Apply**. **AVG Styler** accepts the new boot screen.

4.10.2.3. Tips for Attractive Boot Screens

Please note that these tips apply to Windows XP only.

For technical reasons, all boot screens in Windows XP may only have 16 colors, of which some are prescribed (e.g. black). **AVG Styler** therefore has to reduce the full range of colors in your composition (normally 16.7 million) to a very few when you click **Save boot screen**.

AVG Styler uses a sophisticated algorithm for this to automatically determine the best 16 colors for your picture. If the picture contains too many different colors, the results of this conversion may not be satisfactory.

Experience has shown that the best boot screens are those that use only a few different colors. This means that an image that consists predominantly of different blue shades and only a few contrasting colors will probably make an attractive boot screen.

Set the foreground color of the progress bar to a color that is contained in your image. This way, you do not use one of the precious 16 colors in the progress bar only. Wherever possible, avoid skin tones in your boot screen. Images with skin tones normally cannot be displayed correctly with only 16 colors (ask any graphic artist). Of course, you may be lucky. The best thing to do is try!

4.10.2.4. Startup Logo

Please note that this function is only available on Windows Vista because neither Windows XP nor Windows 7 and 8 use the startup logo.

Just before logon, a small, animated Windows logo appears. With **AVG Styler** you can replace this startup logo without making risky interventions in the system.

This is how it works:

Start the **AVG Styler** module by going to the **Personalize** category in the Start Center and clicking on the **Personalize the appearance of Windows** entry in the **Change Windows appearance** area.

On the navigation bar, click in the left-hand window area on **Startup logo**.

AVG Styler lists all available startup logos. You can now **add** additional predesigned startup logos or create your **own startup logo**.

You can add **new startup logos** to the list before you accept it finally. To do so you have the following options:

Downloading Previously Created Startup Logos

In the top left, under **Startup logos**, click **Add**.

Select the entry **Download Startup Logos from AVG Online**.

This takes you to a website, where you can find a wide selection of different startup logos with which you can improve the appearance of the startup process exactly how you want. On the AVG website simply click on a startup logo. This is then automatically opened with AVG Styler and added to the list.

These attractive startup logos can also be stored as a file (with extension .tla) to a USB flash drive. You can then transfer these startup logos to any computer on which **AVG PC TuneUp 2014** is installed by clicking **Add** and **Load startup logo from a file**.

Adding Startup Logos from a File

In the top left, under **Startup logos**, click **Add**.

Select the entry **Load startup logo from a file**.

An Explorer window opens and you can select any image on your computer to be used in place of the animated startup logo. You get best results when your image is in 300x300 pixel format.

Select a new startup logo and give it a name under which it will be included in the list of **AVG Styler**.

You can also enter the name of an author. The startup logo you added now appears in the list. You can add additional startup logos.

Creating your Own Startup Logo

Under **Startup logos** click **Create new**.

An Explorer window opens and you select an image on your computer or an external storage medium.

Save the new startup logo to the **AVG Styler** list under a name of your choosing.

You can also enter the name of an author. The startup logo you added now appears in the list.

Restoring the default

If you no longer want to use your new startup logo, you can of course restore the Windows default at any time.

Click on the **Use default**.

The default startup logo is then automatically selected from the list and a preview opens.

Click **Apply** to apply it.

To preview the startup logo you want, select it in the list. You can even animate the preview by clicking on the **Play** button.

Click **Apply**. **AVG Styler** uses the new startup logo.

4.10.2.5. Logon Screen

Please note that this function is not available in Windows 8, as this operating system uses no logon screen.

If you share your computer with other users, or if you use a password to protect your account, you will be familiar with the Windows logon screen. **AVG Styler** lets you change the logon screen to suit your personal taste.

This logon screen shows a list of all user accounts. Users must select their account from this list, enter their password (if one is set) and are then logged on to the system.

This is how it works:

Start the **AVG Styler** module by going to the **Personalize** category in the Start Center and clicking on the **Personalize the appearance of Windows** entry in the **Change Windows appearance** area.

On the navigation bar, click in the left-hand window area on **Logon screen**. **AVG Styler** lists all available logon screens. The first time you use the module, the only screen in the list will be the default Windows logon screen.

You can first add **new logon screens** to the list before you accept it finally. To do so you have the following options:

Downloading Previously Created Logon Screens

Click **Add** in the top left under **Logon screens**.

Select the entry **Download Logon Screens from AVG Online**.

> This takes you to a website where you will find a wide selection of different logon screens which you can use to give your system an individual style.

Click on a logon screen.

> This is automatically opened with **AVG Styler** and added to the list.

Adding Logon Screens from a File

Click **Add** in the top left under **Logon screens**.

Select the entry **Load logon screen from a file**.

> An Explorer window opens and you can select a file on your computer. However, only files in **AVG Styler** format (with the .TLS extension) are supported.
>
> In addition, all available logon screens can be directly installed with the file Logonui.exe or in Stardock LogonStudio format (LOGONXP).

Select a new logon screen and give it a name under which it should appear in the **AVG Styler** list.

> *You can also enter the name of an author. The newly added logon screen now appears in the list. You can add additional logon screens.*

Creating your Own Logon Screen

Please note that this feature is not available in Windows XP.

Under **Logon screens**, click **Create new**.

A wizard appears with which you can search for and adapt an image. You can select an image on your computer or on an external storage device.

You also have the option of first transferring an image from a camera or scanner or starting a Google™ image search directly from **AVG Styler**. In both cases, you save the required image to a location that you can easily find again and click on **Search local drives** to load the saved image. Please note that images found using the Google™ image search may be protected by copyright. You must only use those images that are not protected by copyright.

Optimizing the appearance of your new image:

Please note that the available alignment options are only effective if the image is not yet the correct size for a logon screen (640 x 480 pixels). Under **Background**, you can specify the color to be used for areas not covered by your image.

Save the new logon screen to the **AVG Styler** list under a name of your choosing.

You can also enter the name of an author. The newly added logon screen now appears in the list.

Restoring the default

If you no longer want to use your new logon screen, you can naturally restore the default Windows screen at any time.

Click on the **Restore Defaults** button.

The default logon screen is then automatically selected from the list and a preview opens.

Click **Apply** to apply it.

Select the desired logon screen from the list to preview it.

Click **Apply**.

Most welcome screens are in English, but not all. For this reason, your system may greet you in a different language the next time you start your computer after installing a new screen. Then, instead of "Click your user name to log on," the screen might read "Klicken Sie auf Ihren Benutzernamen, um sich anzumelden," for example.

In this case, you may be asked if you want to use the texts in the selected logon screen, or if you want to use the texts from the default logon screen in your system language.

AVG Styler applies the new logon screen. You can test the logon screen by simultaneously pressing Ctrl + Alt + Del.

4.10.2.6. System Elements

In this category you can swap typical Windows icons for new ones.

Here's how it works:

Start the **AVG Styler** module by going to the **Personalize** category in the Start Center and clicking on the **Personalize the appearance of Windows** entry in the **Change Windows appearance** area.

In the navigation bar in the left window area, click under **Icons** on **System elements**.

> **AVG Styler** shows you on the right-hand side tabs for the following areas, in which you can change system elements:
>
> You change the icons for all elements in the Desktop, Start menu (not available in Windows 8), Explorer and Control Panel. You can also adjust the icons for the display of file types.
>
> For some elements you can even specify new names (e.g. the Recycle Bin or My Network Places).
>
> If you are missing the term "My Computer" from Windows XP, you could for example rename the element now called "Computer" in Windows Vista to "My Computer".

Click through the individual tabs and select an element that you wish to change.

Click **Replace icon**.

> The icon library opens in which the current icon of the selected element appears. This is usually a library that was already installed with Windows. If you have your own icon library on your computer, you can import its content using **Browse**.

Select an icon to mark it for replacement.

> Your changes will initially be indicated by a small orange asterisk next to the relevant elements in the list.
>
> Any change that has not yet been accepted can be discarded at any time by selecting an element marked with such an asterisk in the list and clicking on **Discard unsaved changes made to this element**.

At the bottom right of the window, click **Accept** to carry out the change.

How to undo changes

You can discard any changes not yet accepted for an element by selecting them in the list and clicking on **Discard unsaved changes made to this element**.

Any changes already made to an element can be undone by selecting the element and clicking **Reset element to Windows default**. Please note that this link is only displayed if the element does not currently correspond to the Windows default.

If you should want to undo changes made to multiple items, you can click **Reset category** or **Reset all categories**. The first link only resets the elements of the currently selected tab, the second all system elements that can be changed with **AVG Styler**.

When you click on either link, a dialog appears where you can choose whether you want to reset all elements to

the Windows default or whether you only wish to discard any unsaved changes for these elements. The second option is only available if there are changes that have not yet been applied.

4.10.2.7. Managing Icon Packages

It is of course a very laborious task to change every Windows icon individually. **AVG Styler** therefore allows you to swap all old-fashioned Windows icons for new ones in one fell swoop.

Adding an Icon Package

In the **AVG Styler** the left area of the window under **Icons**, click **System elements**. Then click **Icon packages** at the bottom.

> A new window opens that shows all the available icon packages. Now you can add new icon packages to the list or install an existing one.

Click **Add**.

> This allows you to add additional icon packages to the list. You have the option of using an icon package from your computer or downloading a new package. Here you can download numerous creatively designed icon packages.
>
> On the web pages, just click on an icon package and open it with **AVG Styler**. After just a few seconds the package is displayed in the list.

Creating a new icon package

As an alternative, you can create your own icon package from your current icon set and either back it up or share it with friends.

Click **Create new package** at the top of the list.

> A wizard opens to guide you through the process of creating an icon package.

Information about the author: Here you can immortalize yourself, if you want, and enter your name, email address and website address.

Package name and description: Enter a meaningful package name here. If you wish, you can add additional information on the package in the **Description** field.

Optimize package size: Use the options in this step to ensure that your package is not too large, so that it can be sent via email without problems.

Creating icon package: The icons are now collected and optimized if necessary, after which they are saved together in an icon package.

Finishing the wizard: The icon package has now been successfully created and will be added to the list of icon packages when you click **Finish**. Clicking **Open folder** takes you to the icon package folder in **AVG Styler**, so that you can copy the icon package to a different location or attach it to an email.

4.10.2.8. File System

Windows assigns a default icon to every drive, every folder, every Start menu folder and every entry in Favorites.

This is how it works:

Start the **AVG Styler** module by going to the **Personalize** category in the Start Center and clicking on the **Personalize the appearance of Windows** entry in the **Modify Windows appearance** area.

In the navigation bar in the left-hand window area, click under **Icons** on **File system**.

A tree structure of your drives and folders opens. Click through the individual elements of the tree structure to select those elements to which you would like to assign a more individual icon.

Ideas and tips:

- Under the first node, you could assign the drive containing your games an especially funky icon, but a more serious one to the drive with your office programs.
- You can proceed in the same way for folders - a few well-chosen icons help you to keep track of things, even if your drives are really full.
- The icons on the Start menu can also be swapped for more meaningful icons.
- You can even give your favorites in Internet Explorer their own icon. This will help you to find your most favorite favorites from a usually very long list.

Click through the individual elements of the tree structure and select an element to which you would like to assign a more creative icon.

Click **Replace icon**.

Please note that this is not possible for the three elements Computer, Start menu and Favorites.

The icon library opens in which the current icon of the selected element appears. This is usually a library that was already installed with Windows. If you have your own icon library on your computer, you can find its content using **Browse**.

Select an icon.

Click **OK** to apply your changes immediately.

Undoing Individual Changes

To undo a change, select an item in the list and click **Reset element to Windows default**.

Undoing Multiple changes

If you want to undo several changes at once, you may find the **Restore backup from a previous session** link useful. It starts **AVG Rescue Center** and enables you to undo the changes carried out with **AVG Styler** on a certain date.

4.10.2.9. Appearance of Icons

Here you can change the appearance of icons on the desktop.

Here's how it works:

Start the **AVG Styler** module by going to the **Personalize** category in the Start Center and clicking on the **Personalize the appearance of Windows** entry in the **Change Windows appearance** area.

In **AVG Styler** in the left area of the window under **Icons**, click **Appearance of icons**.

> **AVG Styler** provides a preview of some items on your desktop that you can personalize.

Specify the size of items on the desktop (Windows XP only), specify how big the gap between them should be and whether a shortcut should be indicated by an arrow.

4.10.2.10. Repair

It can be fun to change the Windows icons and to make a few personal settings here and there. However, it is possible that the desired icons are suddenly not displayed correctly or are even swapped. **AVG Styler** has two repair functions.

This is how it works:

Start the **AVG Styler** module by going to the **Personalize** category in the Start Center and clicking on the **Personalize the appearance of Windows** entry in the **Change Windows appearance** area.

In **AVG Styler**, click **Repair** under **Icons** in the left-hand area of the window.

Click **Reload Icons**.

> This function usually clears up any problems and allows you to continue restyling your Windows system. If reloading the icons does not resolve matters, there may be a serious problem with your icon cache.

Click **Repair Icon Cache**.

> The icon cache is a file in which Windows stores all loaded icons, for faster loading in the future. Should an error occur with this file, all icons could be corrupted. Luckily, this error can be repaired directly from **AVG Styler**.
>
> *Note that you may need to restart your computer or log on again for this repair to take effect.*

4.10.2.11. Visual Style

Please note that this function is not available in Windows 8.

Here you can change what is known as the visual style. This defines the appearance of windows and Windows buttons.

Here's how it works:

Start the **AVG Styler** module by going to the **Personalize** category in the Start Center and clicking on the **Personalize the appearance of Windows** entry in the **Change Windows appearance** area.

In **AVG Styler** in the left-hand window area under **Interface**, click **Visual Style**.

> **AVG Styler** displays a list of all available visual styles. On the right, you can see a preview and other details of the style selected in the list.

You can add new visual styles to the list before finally accepting them. To do so you have the following options:

Downloading visual styles from AVG Online

In the top left under **Visual Styles** click **Add**.

Select the entry **Download Visual Styles from AVG Online**.

> This takes you to a website where you can choose from a wide range of visual styles that you can download for free at any time.

Click on a visual style that you particularly like.

> This is automatically opened with **AVG Styler** and added to the list.

Adding Visual Styles From a File

In the top left under **Visual Styles** click **Add**.

Select **Load visual styles from a file**.

> An Explorer window opens and you can select a visual style on your computer or an external storage media, if you have already saved one. **AVG Styler** recognizes and supports almost every common format:

Type	File extensions	Description
AVG Visual Styles	.TVS	The individual format of AVG Styler.
Microsoft Visual Styles	.MSSTYLES	This Microsoft format often includes additional files that can be found in the same folder or in subfolders.
Compressed archives	.RAR, .ZIP	Archives are searched for all file types in this list, and decompressed automatically if such files are found.
Self-extracting archives	.EXE	These files are searched for compressed archives in RAR or ZIP format, which are treated according to the description of the Compressed Archive file type.

Select a new visual style and give it a name under which it will appear in the **AVG Styler** list.

> *You can also enter the name of an author. The visual style you added now appears in the list.*

Restoring the default

If you no longer like your new visual style, you can restore the default Windows style at any time.

Click on the **Restore Defaults** button.

The default visual style is then automatically selected from the list and the preview changes accordingly.

Click **Apply**.

Select the visual style you want from the list to preview it.

Click **Apply**.

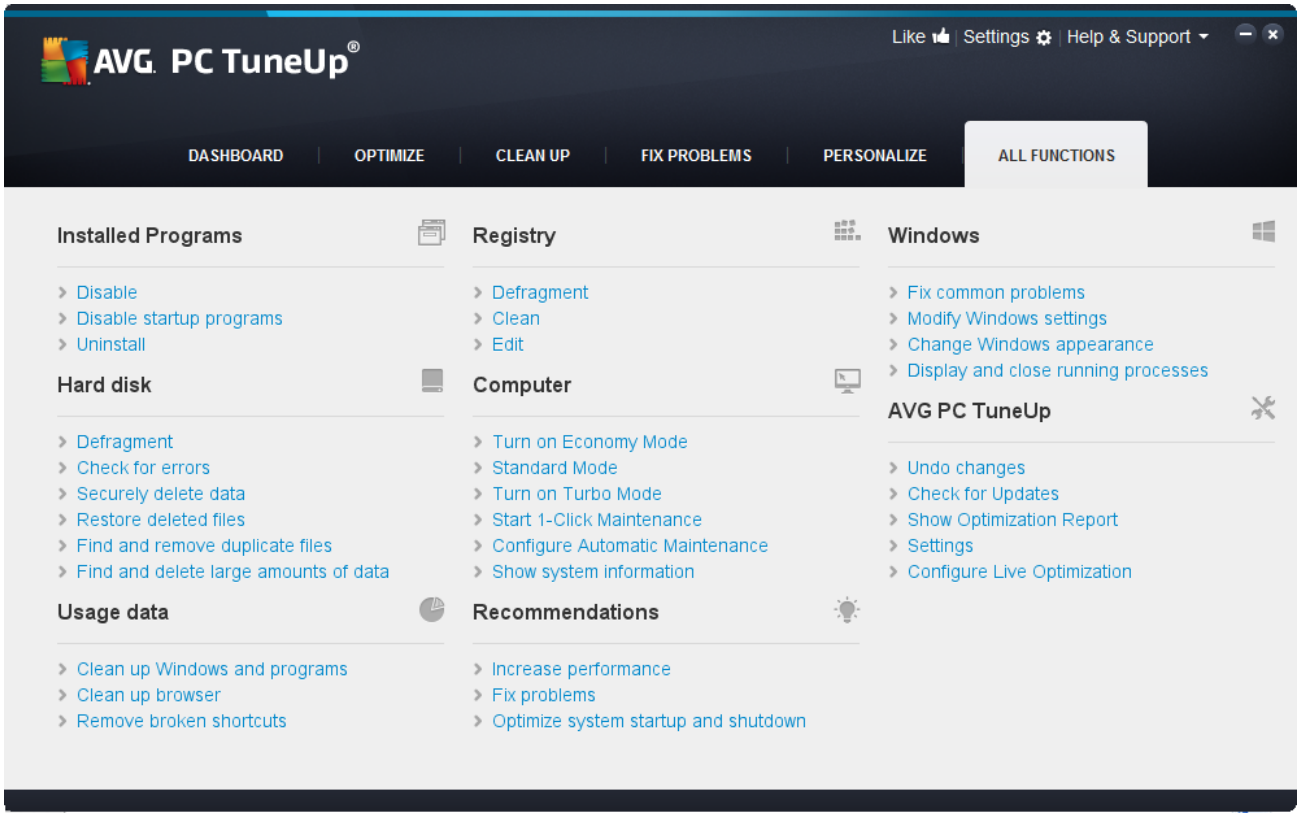
The display is now temporarily darkened while **AVG Styler** activates the new visual style for you. After this brief moment, your Windows system shines with a new brilliance.

Deleting a visual style

If you want to remove a visual style from your computer entirely, select it and click **Delete**.

4.11. All Functions

On the far right of the Start Center, you will see the **All functions** menu. Opening this menu gives you a list of all functions that **AVG PC TuneUp 2014** offers - clearly sorted according to application area. Clicking on the wrench icon next to an entry opens the settings for that entry, which you can adapt to your personal requirements.



You will find most of these functions in this view and in one of the five categories.

However, you will only find the following functions in this menu:

Installed Programs

Disable

Allows you to disable programs that you are not currently using, but do not wish to uninstall.

See also How to Disable Programs.

Disable Startup Programs

Allows you to disable programs that are automatically started in the background when the system starts up, so as to speed up the system startup.

See also How to Configure Your System Startup.

Uninstall

Shows all the programs installed on your PC with detailed information about them, and allows you to select programs to uninstall.

See also How to Uninstall Programs.

Hard Disk

Defragment

Rearranges blocks of data on your hard disk, providing more disk space and quicker loading times for documents and programs.

See also How to Defragment Your Hard Disk.

Check for errors

Checks the surface of your hard disk and your file system structure for errors and fixes them to prevent data loss.

See also How to Check your Hard Disk.

Securely delete data

Gives you three options for deleting your files or folders so that they cannot be restored, even by professionals.

See also How to Securely Delete Data.

Restore deleted files

Searches your hard disk and mobile data carriers for deleted files and restores them.

See also How to Search for Deleted Files.

Find and remove duplicate files

Locates various duplicate files on your hard disk and allows you to remove them.

See also How to Find Duplicate Files.

Find and delete large amounts of data

Allows you to find and delete large amounts of data on your storage media, so as to create more disk space.

See also How to Run an Analysis.

Usage data

Clean up Windows and programs

Searches for files, protocols, history lists, backup files and temporary files that are not needed and that can be safely removed from the hard disk without any negative impact on your system.

See also How to Clean Up Windows and Programs.

Clean up browser

Cleans up the cache, cookies and Internet history of your browser, reliably removing traces of your surfing activities.

See also How to Clean Your Browser.

Remove broken shortcuts

Searches your system for shortcuts and references that are no longer valid and deletes them. This prevents error messages when these references are called up.

See also How to Remove Broken Shortcuts.

Registry

Defragment

Rewrites the central database of your Windows system (the Registry), eliminating gaps and structural errors to create a more stable system.

See also How to Defragment the Registry.

Clean

Specifically searches for faulty entries in the central database of your Windows system (the registry) and repairs or removes them to create a more stable system.

See also How to Clean the Registry.

Edit

The **AVG Registry Editor** module provides you with the option of searching quickly and easily for keys and values in the registry and making changes. Please note that this function should only be used by

experienced users.

See also How to Edit Your Registry.

Computer

Turn on Economy Mode

Reduces the power consumption of your computer by making optimum use of the energy saving potential.

See also Economy Mode.

Standard Mode

Puts all tuning services and features at your disposal, without restriction.

See also Standard Mode.

Turn on Turbo Mode

Allows you to temporarily turn off unnecessary background programs or maintenance processes to give your computer a performance boost.

See also Turbo Mode.

Start 1-Click Maintenance

Checks your system for optimization options and then allows you to implement these optimizations directly.

See also 1-Click Maintenance.

Configure Automatic maintenance

Allows you to specify maintenance tasks that should be run automatically at regular intervals.

See also Changing Maintenance Settings.

Show system information

Shows you important information about your hardware and software and the performance of your computer.

See also How to Show System Information.

Recommendations

Increase performance

Shows you recommendations for increasing your system performance by making modifications to hardware and software, Internet settings and visual effects.

See also Increasing the Performance of Your Computer.

Fix problems

Shows you existing problems that have a negative impact on your system's health and suggests solutions for remedying these problems.

See also Fixing Problems.

Optimize system startup and shutdown

Checks your computer for recommendations for accelerating system startup and shutdown, e.g. disabling unnecessary startup programs.

See also Optimizing the System.

Windows

Fix common problems

Shows you a list of common Windows problems and allows you to easily remedy your problems.

See also How to Fix Common Problems.

Modify Windows settings

Allows you to modify visual effects, browser options, the desktop, the user logon and much more to your personal requirements.

See also Personalizing Options and Behaviors.

Modify Windows appearance

Allows you to change the Windows user interface to your personal wishes and requirements.

See also Personalizing the Appearance of Windows.

Display and close running processes

Allows you to view your running processes and open files and to exit or close these in the event of problems.

See also How to Manage Running Processes.

AVG PC TuneUp 2014

Undo changes

Allows you to reverse changes made with AVG PC TuneUp 2014 or to resort to Windows restore points.

See also Undoing Changes.

Check for updates

Checks whether new updates are available for your AVG PC TuneUp 2014 and installs them.

See also How to Check for Updates.

Show Optimization Report

The optimization report shows you what AVG PC TuneUp 2014 has optimized on your computer to date.

See also How to Display the AVG Optimization Report.

Settings

Allows you to customize AVG PC TuneUp 2014 to suit your needs, apply maintenance settings, and configure Live Optimization, Turbo Mode and the updates check for AVG PC TuneUp 2014.

Configure Live Optimization

Allows you to activate two optimization measures for increasing the response rate and system startup speed.

See also Configuring Live Optimization.

4.11.1. Editing the Registry

In this chapter, you will find out **how** you can edit the registry using the **AVG Registry Editor** module.

Please note that this feature is only intended to be used by experienced users.

The Windows registry is in effect a huge central database. Every new item of hardware or software you install is "registered" here. Over time, the registry gets larger and larger, making it increasingly difficult to keep a handle on things.

Experts in these matters searching for a suitable tool with which to get inside Windows and change a number of settings by hand should use the **AVG Registry Editor**. It naturally also includes the **AVG Rescue Center** protection, which allows all changes made to be undone at any time.

4.11.1.1. How to Edit Your Registry

Start the **AVG Registry Editor** module by going to **All functions** in the Start Center and selecting the **Edit** entry under **Registry**.

The Registry is the very heart of your Windows system. Please note that you should be sure you know what you are doing before making any changes here.

In the left-hand column the Editor displays the registry in a tree structure. The registry consists of countless keys broken down by subject matter into different categories. These categories are represented by different folders and subfolders.

Showing a Key

Double-click on a folder in the left-hand column to display its subfolders. When you get to the end of the hierarchy chain, the individual keys are displayed on the right.

Editing a Key

In the context menu of a key, select the different editing functions. You can **delete** keys, **rename** them, and **copy** them to the clipboard. You can also **edit** the values of a key.

In the context menu of a folder, select **New** to create a new key.

Browsing the Registry

From the Context menu of a folder in the tree structure, select **Search** to begin searching within the registry. **AVG Registry Editor** offers you comprehensive search options here.

Showing a bookmark and setting a bookmark

Select **Set bookmark** from the context menu of a folder in the tree structure so that you can find individual folders more quickly in the future.

Additional functions

In the menu bar, you will find numerous additional functions for editing your registry. For example you can export or print individual areas or indeed the entire registry. You can also edit the registry using the entries in the toolbar.

4.11.2. Checking for Updates

In this chapter, you will find out **how** you can use the **AVG Update Wizard** module to keep your **AVG PC TuneUp 2014** up to date and **why it is important to do so**.

AVG PC TuneUp 2014 is constantly being developed: individual features are expanded or adapted to suit the latest technology and any errors are fixed. When a new version is available it will be made available to you on the Internet.

You have the option of automatically checking for updates or manually checking for updates.

Changing Settings

To change the update check settings, go to the menu bar and click **Settings** and then **Updates**. Here you can decide whether **AVG PC TuneUp 2014** should regularly check for updates automatically. You can also specify here how often you should be informed of updates that have been found.

Checking for Updates Manually

If you do not want **AVG PC TuneUp 2014** to check for updates automatically, you can turn this function off. In this case we recommend that you regularly check for updates yourself.

4.11.2.1. How to Check for Updates

Start the **AVG Update Wizard** module by going to the **All functions** category in the Start Center and selecting the **Check for updates** entry under **AVG PC TuneUp 2014**.

Alternatively, you can start the module by clicking on **Help & Support** in the menu bar of the Start Center and then selecting **Check for updates**.

AVG Update Wizard starts and establishes a connection to the Internet to check for updates.

If Updates Exist

You receive a list of the available updates with a short description of the new or modified functions.

Click **Next** to install the updates.

If No Updates Exist

If there are no updates, your **AVG PC TuneUp 2014** is already up to date and you can close the wizard by clicking **Finish**.

4.11.3. Displaying the AVG Optimization Report

In this chapter, you will find out **how** you can use the **AVG Optimization Report** to keep a constant overview of the extent to which you have optimized your computer to date with **AVG PC TuneUp 2014**.

The **AVG optimization report** summarizes all of the optimization steps already performed by **AVG PC TuneUp 2014**. This report is particularly relevant if you use the numerous automatic background optimizations of **AVG PC TuneUp 2014**. Here you can check at any time to what extent **AVG PC TuneUp 2014** has optimized your computer so far.

4.11.3.1. How to Display the AVG Optimization Report

Display the AVG optimization report by going to **All functions** in the Start Center and selecting **Display optimization report** under **AVG PC TuneUp 2014**.

This opens a clear summary of the optimizations already performed with **AVG PC TuneUp 2014** and the benefits that these have provided.

If you hold your cursor over an optimization, a small information window opens that displays details on the benefit of the optimization or details on the individual optimizations.

You can display this optimization report for the last seven days, the last 30 days or for the entire period since installation. To do so, simply switch to the relevant tabs.

4.12. Rating Function for Programs

You can turn on the useful **Rating function for programs** in the **AVG Program Deactivator**, **AVG StartUp Manager** and **AVG Uninstall Manager** modules. It shows you how useful other users of **AVG PC TuneUp 2014** found the programs that you have installed. You can use the rating function to help you decide which programs you really need in your day-to-day work.

In this chapter, you can find out **why it is helpful** and **how** you can turn on the **Rating function for programs**.

Often, you are faced with a decision about which of your installed programs you really need for your day-to-day work: that is why the **Rating function for programs** was developed.

The experiences of numerous **AVG PC TuneUp 2014** users will help you to make your decisions in the **AVG Program Deactivator**, **AVG StartUp Manager** and **AVG Uninstall Manager** modules. The rating function for programs shows you which programs have been classified as useful and helps you to decide which startup programs you want to disable and which programs you want to disable or uninstall.

Please note: you need to have an active Internet connection to use the rating function.

Display of the Rating Function in the Modules

If you have switched on the rating function, it is integrated into the **AVG Program Deactivator**, **AVG StartUp Manager** and **AVG Uninstall Manager** modules as a separate column in the program list. You can identify your ratings by the blue stars in the **Usefulness** column. If you have not yet given your own rating, the column displays the average rating that other **AVG PC TuneUp 2014** users have given the program. If no ratings have been given, the column is blank.

If you hover the mouse cursor over the column, a tooltip is displayed showing your rating and the rating of other **AVG PC TuneUp 2014** users.

How to Turn On the Rating Function

Start either the **AVG Program Deactivator**, **AVG StartUp Manager** or **AVG Uninstall Manager** modules. The **Rating function for programs** dialog is displayed. Click **OK**.

If you do not want to make a decision just now, you can click on **Decide later**. The module is started without the rating function. You can enable the rating function at any time by clicking on **Rating function** in the toolbar, then on **Turn on** and this time selecting **OK** in the dialog that appears.

How to Turn Off the Rating Function

Click on **Rating function** in the toolbar and select the option **Turn off**. In the dialog that opens, you can decide whether you wish to archive your ratings for any subsequent use of the function. The ratings of other users are deleted from the database on your PC and will have to be downloaded again from the server if you switch the function back on.

How to Submit a Rating

1. Move the mouse cursor over the **Usefulness** column. When you rate a program, you must give it at least one star. A maximum of 5 stars can be awarded.

2. Click on the number of stars that you wish to award the program. So, if you wish to give three stars, click on the third star.

3. Your rating is automatically saved and transferred to the **AVG PC TuneUp 2014** server.

If you wish to change your rating, you can proceed in exactly the same way as for the initial rating.

4.13. The AVG PC TuneUp 2014 Gadget

Another function of **AVG PC TuneUp 2014** is the gadget. This is not supported by Windows XP and is therefore only available to you with Windows Vista and Windows 7.

The practical gadget can be displayed on the desktop. It keeps you constantly informed of the status of your computer. You no longer need to start **AVG PC TuneUp 2014** to find out whether optimization potential has been identified in the **Dashboard** category. **AVG PC TuneUp 2014** can also be launched from here.

In the gadget you can see at any time which **PC Mode** is currently enabled, and you can turn on another **PC Mode** at any time using the three buttons.

In this chapter, you will find out **why it is important to do so** and **how** you can display the **AVG PC TuneUp 2014 Gadget** on your desktop.

What is a Gadget?

Gadgets (or widgets) are small programs that are permanently displayed on the desktop and which provide the user with up-to-date information.

What is the AVG PC TuneUp 2014 Gadget for?

The **AVG PC TuneUp 2014 Gadget** tells you the status of your computer at all times, without you needing to start **AVG PC TuneUp 2014** separately. The gadget is integrated in **AVG PC TuneUp 2014** and notifies you of the current status of the **Dashboard** category.

Clicking on the icon in the top left corner of the gadget opens **Dashboard** in the **AVG PC TuneUp 2014** Start Center. Here you can address the problems or recommendations directly.

PC Modes

The **AVG PC TuneUp 2014 Gadget** also allows you to turn on the various **PC Modes** with its three buttons. It also shows you which of the three **PC Modes** is currently enabled at all times.

So you can see that the **AVG PC TuneUp 2014 Gadget** is, on the one hand, a constant source of information about the status of your computer. In addition it offers practical direct access to the Start Center of **AVG PC TuneUp 2014**.

How to Display the AVG PC TuneUp 2014 Gadget

You can display the **AVG PC TuneUp 2014 Gadget** on your desktop at any time.

In **Windows Vista**, proceed as follows:

1. Open the **Accessories** folder under **All Programs** in the Windows Start menu.
2. Then click on **Windows Sidebar**. A list of all the gadgets installed on your computer is shown.
3. Activate the **AVG PC TuneUp 2014** gadget by double-clicking on it.

In **Windows 7**, proceed as follows:

1. Right-click on a free space on the desktop and select **Gadget** from the context menu.
2. Select **AVG PC TuneUp 2014 Gadget** and enable it with a double-click.

4.14. AVG PC TuneUp 2014 in Taskbar Notification Area

The notification area is the area on the right-hand side of the Windows taskbar. This displays, for example, the time, status icons or program shortcuts. **AVG PC TuneUp 2014** has a notification area icon that shows you the current status of your system and provides an entry point to **AVG PC TuneUp 2014**.

When you double-click on the notification area icon, **AVG PC TuneUp 2014** starts up.

When you click on the icon with the left mouse button, a **flyout window** opens with detailed information about **AVG PC TuneUp 2014** functions.

You can configure if, how and about what **AVG PC TuneUp 2014** you would like to be informed in the taskbar notification area.

System Status

Under **System status**, you can see whether the **AVG PC TuneUp 2014** Start Center currently shows the optimization potential. You can open the Start Center using the **Start AVG PC TuneUp 2014** link.

For more information about the Start Center, see The Start Center.

Automatic maintenance

Under **Automatic Maintenance**, you can see when automatic maintenance was last performed. The link takes you to the Automatic Maintenance configuration dialog.

For more information about Automatic Maintenance, see Changing Maintenance Settings.

Live Optimization

Under **Live Optimization**, you can see the most recent activities of the two Live Optimization methods. A link takes you to the Live Optimization configuration dialog.

For more information about Live Optimization, see Configuring Live Optimization.

PC mode

In the **PC mode** section, you can see whether **Turbo Mode** or **Economy Mode** is currently turned on. You can switch between the two modes as necessary here, or switch to **Standard Mode**. A link also takes you to the configuration wizard.

For how to configure the **Turbo Mode**, see Turbo Mode Settings.

For how to configure the **Economy Mode**, see Economy Mode Settings.

For general information about modes, see PC Modes.

Settings

You can configure if, how and about what **AVG PC TuneUp 2014** you would like to be informed in the taskbar notification area. For this, perform the following steps:

If the icon is displayed on your computer, simply right-click on it. Now select **Configure notification area settings** in the context menu that appears. This takes you to the configuration dialog, where you can configure your settings. In addition to the icon, you can choose to have messages displayed in the form of balloons.

If the icon is not displayed on your computer, call up this dialog by going to the **Settings** menu in the **AVG PC TuneUp 2014** Start Center and selecting the **Notification area icon** entry.